FILED

STATE OF INDIANA

JUL 1 4 2003

INDIANA UTILITY REGULATORY COMMISSION

INDIANA UTILITY
REGULATORY COMMISSION

In the Matter of the Petition of Indiana Bell)
Telephone Company, Incorporated d/b/a)
Ameritech Indiana, Pursuant to I.C. 8-1-2-61,)
for a Three-Phase Process for Commission)   Cause No. 41657
Review of Various Submissions of Ameritech)
Indiana to Show Compliance with Section 271(c))
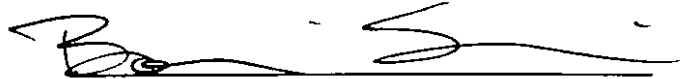of the Telecommunications Act of 1996)

SBC INDIANA'S FILING OF PAST REPORTS ON COMPLIANCE AND IMPROVEMENT PLANS

Comes now Indiana Bell Telephone Company, Incorporated ("SBC Indiana"), by

counsel, and hereby files the following reports prepared since SBC Compliance and

Improvement Plans were implemented in Michigan that have previously been filed with

the Illinois Commerce Commission and the Michigan Public Service Commission

("MPCS"):

> BearingPoint Progress Report - Repair Coding Accuracy Plan - June 10, 2003
> BearingPoint Progress Report - Directory Listing & Directory Assistance
>   Database Update Accuracy Plan - June 10, 2003
> BearingPoint Progress Report - Customer Service Inquiry Accuracy Plan - June
>   10, 2003
> Line Loss Notification Interruption Report Data for January 2003
> Line Loss Notification Interruption Report Data for February 2003
> Line Loss Notification Interruption Report Data for March 2003
> Line Loss Notification Interruption Report Data for April 2003
> Line Loss Notification Interruption Report Data for May 2003
> Bill Auditability & Dispute Resolution Plan Status Report April 2003
> Change Management Communications Plan Status Report April 2003
> Attachment A Change Management Communications Plan Status Report
>   Enhanced Defect Report Dated April 29, 2003

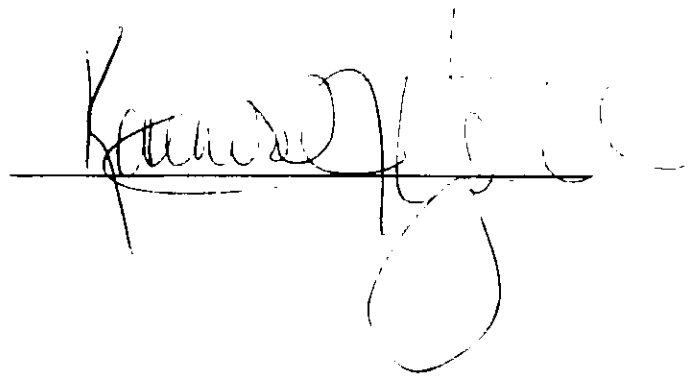Dated: July 14, 2003

Respectfully submitted,

Bonnie K. Simmons (#12067-49)
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Counsel for Indiana Bell Telephone Company,
Incorporated (SBC Indiana)

CERTIFICATE OF SERVICE

I hereby certify that on July ___, 2003, I caused a true and correct copy of the foregoing

to be served to Ameritech271@urc.state.in.us.

SBC

April 30, 2003

Ms. Dorothy Wideman
Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

> **Re: *MPSC Case No. U-12320***
> ***SBC's Status Reports***

Dear Ms. Wideman:

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of SBC Michigan's Status Reports for the following plans:

- Change Management Communications Plan
- Bill Auditability and Dispute Resolution Plan

In preparing the Change Management Communications Plan, SBC noted three (3) minor typographical errors in Section 5 of the Plan (contained on page 9 of 9). In describing the status reporting that will be provided, the sections references that currently state 4(e), 4(f), and 4(g) should state 4(f), 4(g), and 4(h), respectively.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Enclosures

cc: Mr. Thomas R. Lonergan
Ms. Ann R. Schneidewind

CHANGE MANAGEMENT COMMUNICATIONS PLAN
STATUS REPORT
MPSC Case No. U-12320

I. Introduction

This report is being filed with the Michigan Public Service Commission ("MPSC") pursuant to Case No. U-12320. Its purpose is to provide a status report on SBC's implementation of the action plans described in the Change Management Communications Plan ("the Plan"). This report consists of four additional sections as follows:

Section II Status – Provides a summary of SBC's progress to date and schedule for implementing remaining tasks.

Section III Other Issues – Provides an overview of miscellaneous issues, if any, related to the Plan.

Section IV Recently Completed Tasks – Provides details concerning tasks completed since the Plan was created.

Section V Tasks in Progress – Provides details concerning tasks expected to be completed by the next reporting cycle.

II. Status

In Sections 4 (a) – (h) of the Change Management Communications Plan, SBC committed to implement eight action plans to address CLEC-impacting changes to SBC's Operations Support Systems ("OSS") made outside the normal quarterly release cycles. As set out in greater detail in Section IV (below), the action plan requirements scheduled for completion within the current reporting period have been completed in accordance with the terms of the Plan, including: implementation of the exception accessible letter process for new edits – and modifications to existing edits – for existing business rules and for changes to EDI mapping and CORBA IDL; completion of training on the Plan requirements; implementation of the Enhanced Defect Report ("EDR"); development and documentation of rigorous methods and procedures for testing of system changes; and, on-line posting of third party vendors and software versions.

Additionally, Section V below confirms that SBC is on target to complete its first quality assurance review, and to report to the Commission concerning that review in the July 2003 reporting cycle, as required by the terms of the Plan.

III. Other Issues

No other issues at this time.

IV. Recently Completed Tasks

Action Plan/Task	Begin	End	Status
(a) **New Edits for Existing Business Rules (Pre-Order and Order)** • New Edits follow the Exception Process	3/13/03	4/21/03	• As of April 21, 2003, SBC fully implemented the Exception Process for notifying the CLEC community via an Accessible Letter ("AL") when new edits to existing business rules are developed for pre-order and order interfaces. • Because no new edits were made to existing business rules from April 21 through April 30, 2003, no ALs under this action plan were sent.
(b) **Modifications to Existing Edits for Existing Business Rules (Pre-Order and Order)** • Edit Modifications are treated as Defect Reports	3/13/03	4/21/03	• Industry Markets has reviewed the defects scheduled to be implemented in the next maintenance release and has determined that all CLEC-impacting defects are on the EDR.

Action Plan/Task	Begin	End	Status
(b) **Modifications to Existing Edits for Existing Business Rules (Pre-Order and Order)** *(cont.)* • Enhanced DR Report (EDR) is created and posted	 3/10/03	 4/18/03	• The Enhanced Defect Report ("EDR") was created and posted to the CLEC Online on April 4, 2003. It has been updated daily since that time. Attachment A to this report is a copy of the EDR as of 4/29/03. • The EDR includes the additional information specified in the Plan. SBC has also agreed to: (i) post the EDR by 3 PM Pacific Time (rather than 5 PM Pacific Time per the Plan); and (ii) keep the closed DRs on the EDR for 90 days. (See CLECALL03-040 dated 4/3/03 for meeting minutes.) • An AL (CLECALLS03-059 dated 4/18/03) was published on April 18, 2003 notifying CLECs that an EDR was posted to the CLEC Online, and detailing the enhancements. • An AL (CLECALLS03-061 dated 4/21/03) was issued on Monday, April 21, 2003 to remind CLECs to check the EDR for defect status and information maintenance releases. An AL will be published every Monday through the end of May to provide the same reminder. • At the March CMP meeting, SBC updated the CLECs on recent activity and progress of defect requests impacting the pre-order and ordering interfaces. The agenda for each CMP meeting will include this item.

Action Plan/Task	Begin	End	Status

(c)   **EDI Mapping and CORBA IDL Changes**
 	
    •   EDI Mapping/CORBA DLI structure changes follow Exception Process
	3/13/03	4/21/03	• As of April 21, 2003, SBC implemented the process specified in the Plan for notifying the CLEC community via an Exception Process Accessible Letter of any EDI mapping or CORBA IDL structure changes that are identified as part of a defect.
			
			• SBC began implementing portions of this Plan ahead of the 4/21/03 date. The group that is responsible for EDI mapping and CORBA structure changes began issuing its ALs as early as 3/13/03.
			
			• Exception Request ALs sent during the current reporting period under this category are as follows:
			
			    ▪ CLECAMS03-020, dated 3/13/03;
			    ▪ CLECAMS03-023, dated 3/20/03;
			    ▪ CLECAMS03-026, dated 3/28/03
			    ▪ CLECALLS03-053, dated 4/10/03
			    ▪ CLECAMS03-029, dated 4/11/03.
			    ▪ CLECALLS03-056, dated 4/17/03
			
			Accessible Letters can be found at
			https://clec.sbc.com/clec.
			
			• As is required by the Exception Process, conference calls with the CLECs were held to discuss the proposed changes.

Action Plan/Task	Begin	End	Status
(d) **Third Party Information to be Provided by SBC to CLECs** • SBC provides list of 3rd party vendors and software versions	2/3/03	3/20/03	• On March 20, 2003, a list of 3rd party vendors and software versions were listed on CLEC On-line at: https://clec.sbc.com/clec_edisupport/Connect/Index-Connect.cfm • At the March 20 CMP Meeting, SBC announced that this list had been posted on-line, and the associated action item was closed as agreed at that meeting. • SBC will provide more detailed information in ALs when SBC changes a 3rd party vendor or moves to a newer version of 3rd party vendor software. Because no changes to 3rd party vendors or 3rd party software were made from March 20 through April 30, 2003, no ALs under this action plan were sent.
(e) **CLEC Profile**	3/13/03	On-Going	• No CLEC has submitted issues regarding the CLEC profile for the April or May 2003 Midwest or All-Regions CUF meetings. • SBC as added this issue to the agenda of the May 7, 2003 All-Regions CUF agenda.

Action Plan/Task	Begin	End	Status
(f) Current Defect Testing			
• SBC develops M&Ps for rigorous testing including additional audit trail requirements.	3/10/03	4/18/03	• SBC found that existing IT M&P already contained rigorous testing and appropriate audit trail requirements. • The criticality of rigorous testing was also covered in the training sessions addressed in section (g) below.
• Documentation templates to be used for audit trail during testing are developed and approved by IT and Industry Markets.	3/13/03	4/18/03	• SBC uses a single tracking system to initiate and track IT defects. This system is also the single source for documenting details underlying the defect, including: reason, initiator, status, dates, system, and test results. Reviews by Industry Markets and IT are noted in this system. • SBC Industry Markets ("IM") has worked closely with SBC Information Technologies ("IT") and reviewed the associated documentation, which is maintained in the trouble ticket and defect tracking system. Among other things, this documentation specifies that test plans, scenarios, and expected outcomes are reviewed and approved by IT management. • IM has established a team responsible for defect management, and developed supporting written M&P, to review IT testing (including re-testing if necessary) results prior to implementation to confirm that thorough and complete testing occurred.

Action Plan/Task	Begin	End	Status
(g) Internal Training and Awareness Sessions			
SBC develops informative document • Determine and assign lead • Create informative document • Determine communication method • Management reviews and approves document	3/10/03	3/31/03	• Informative document entitled "SBC Change Management Process Communications Plan Training" was developed and documented by March 31, 2003. The document incorporates all items specified on p. 7 of the Plan for this document, including: clarification of which system changes impact CLECs; emphasis of need for thorough analysis of edit change impacts; and, reinforcement of need for proper outage notification. • OSS Management reviewed and approved the document.
SBC communicates informative document to OSS Application teams.	4/1/03	4/18/03	• SBC conducted 20 training sessions from April 7- 18, 2003 covering the content of the informative document. • Over 1,000 SBC OSS Application team members attended. For the few that were not able to attend, make up sessions will be held in the near future. Specific dates are currently being determined.
(h) Quarterly Quality Assurance Review Program	3/13/03	4/18/03	• SBC developed the Quality Assurance Review program during March and early April and documented the program by April 18, 2003.

V. Tasks In-progress *(to be completed by the next report, due July 31))*

Action Plan/Task	Begin	End	Status
(b) Quarterly Quality Assurance Review Program			
SBC executes quarterly assurance reviews.	4/30/03 [1]	On going	• The first quality assurance review will commence immediately following the June 14, 2003 release implementation. (The June 14 release is the appropriate commencement for review because it is the first quarterly release after April 30, 2003.) • The period under quality assurance review will be April 21, 2003 (implementation date of plan actions) through June 14, 2003.
SBC performs root cause analysis (if deviations were identified in quality reviews) • Develop tracking process • Determine and assign resource(s) • Adopt corrective actions • Report results to management	4/30/03	On going	• Pending implementation of first quarterly assurance review.

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[1] Reflects beginning of first period to be reviewed; review periods are between quarterly releases.

Attachment A

Change Management Communications Plan
Status Report

MPSC Case No. U-12320

Enhanced Defect Report
Dated April 29, 2003

	Potential - CLEC Impacting Defects				Report Date:04/28/03			
The CLEC Online Potential Defect Report posted on this TAB identifies all known Order/Pre-Order issues that have not been analyzed to date as CLEC impacting defects. This report will be updated daily, Monday through Friday by 3 PM Pacific Time								
DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
64411	5.02	SBC SouthWest	2	1/15/03	Pre-Order. 503 error on APOT Data	APOT data inquiry	In analysis	
64970	5.02	SBC SouthWest	3	1/23/03	IF0066-PS LST incorrect for tn 5732223450	REQTYP M ACT V	In analysis	
65294	5.02	SBC MidWest	2	1/28/03	IF0127-LS-CCEA not found	REQTYP A ACT N	In analysis	
66638	5.02	SBC West	3	2/17/03	LS6487-Feature Detail invalid or code set is included without a space after FID for Feature	REQTYP E ACT V	In analysis	coded to spec
66957	5.02	SBC SouthWest	3	2/24/03	LS6348-RS-Feature EXCA+ or OLK++ requires/ELC LCP with Line Assignable USOC	REQTYP E ACT C	In analysis	coded to spec
67595	5.02	SBC Southwest	3	3/6/03	IF0066 PS-LST INCORRECT FOR TNS	REQTYP N ACT V	In analysis	
67685	5.02	SBC West	3	3/7/03	IF0146 Error triggering incorrectly	REQTYP ACT N	In analysis	
67918	5.02	SBC Mid West	2	3/12/03	LS6328-RS-Feature detail req'd for Feature OCR	REQTYP E ACT N	In analysis	
67921	5.02	SBC SouthWest	3	3/13/03	LS0126-CCEA invalid, channel occupied	REQTYP A ACT N	In analysis	
67931	5.03	SBC Mid West	2	3/12/03	IF0070-Recv'g invalid reject for CC	REQTYP A ACT N	In analysis	
67972	5.02	SBC Mid West	3	3/13/03	IF0002-PIC invalid for C.O & IF0004-;LPIC invalid for CO	REQTYP M ACT V	In analysis	
68029	5.03	SBC MidWest	2	3/14/03	RTV1N added in error	REQTYP E ACT Y	In analysis	
68192	5.02	SBC West	3	3/17/03	IF0075-LSNP-CCEA invalid, channel occupied	REQTYP B ACT V	In analysis	
68200	5.02	SBC Mid West	3	3/17/03	IF0019LSNP-PORTED NUB not found	REQTYP B ACT V	In analysis	
68267	5.03	SBC Mid West	3	3/18/03	IF0020-Ported NBR not found 7346979550	REQTYP C ACT V	In analysis	
68282	All	SBC MidWest	2	3/18/03	Implement Missing OCP Edits	REQTYP E	In analysis	
68306	5.02	SBC Mid West	3	3/19/03	LS6788-Feature detail requires code set	REQTYP M ACT C	In analysis	coded to spec
68331	5.02	SBC Southwest	2	3/19/03	Drop to manual error for CCI	REQTYP MB ACT N	In analysis	
68403	5.02	SBC West	3	3/20/03	IF0148,0139 & 0137-SCFA, LCFA & VCFA not found	REQTYP A ACT N	In analysis	coded to spec
68422	5.03	SBC Mid West	3	3/20/03	IF0073-BAN1 invalid for ECCKT/TNS	REQTYP A ACT D	In analysis	
68466	5.03	SBC MidWest	3	3/21/03	IF0143-Invalid data: TN is invalid or unavailable	REQTYP M ACT V	In analysis	

DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
68482	5.03	SBC SouthWest	3	3/21/03	IF0006-PS-PIC already working. IF0008-PS-LPIC already working	REQTYP M ACT D	In analysis	
68485	5.02/3	SBC	2	3/21/03	Comma added in error to multi word name in LNLN field	All REQTYPs	In analysis	
68564	5.03	SBC Mid West	3	3/24/03	Error: TN has line sharing	REQTYP C ACT V	In analysis	
68604	4.02	SBC MidWest	2	3/24/03	Invalid reject for "NO CALLING PLANS FOR USOCs	REQTYP E ACT V	In analysis	
68650	5.02/03	SBC MidWest	2	3/25/03	E027 Invalid Address because of extra space inserted in listed address line	REQTYP M ACT V	In analysis	
68654	5.03	SBC MidWest	2	3/25/03	Pre-Order: DIRIDL- directory identifier. is giving the primary directory code instead of the foreign directory name.	DL inquiry	In analysis	
68691	5.02, 5.03	SBC MidWest	2	3/25/03	E027 Invalid Address because of missing asterisk in directional of SA field	REQTYP M ACT V	In analysis	
68742	5.03	SBC MidWest	2	3/26/03	IF0127 - LS-CCEA not found	REQTYP A ACT N	In analysis	
68767	5.03	SBC SouthWest	2	3/26/03	Pre-order: address validation error	Address validation	In analysis	
68843	4.02	SBC Mid West	2	3/27/03	M301 - Info incomplete: need TC	REQTYP P ACT C	In analysis	coded to spec
68872	5.02	SNET	2	3/27/03	IF0140 LS-SCFA invalid, channel occupied. IF0138 LS-LCFA invalid, channel occupied. F0053 LS-VCFA invalid, channel occupied	REQTYP A ACT N	In analysis	
68891	3.06	SBC West	2	3/27/03	LSR did not exception	REQTYP M ACT C	In analysis	
68957	5.03	SBC West	3	3/28/03	IF0127-LS-CCEA not found	REQTYP A ACT C	In analysis	coded to spec
69213	5.03	SBC SouthWest	3	4/2/03	IF0127-LS-CCEA not found	REQTYP A ACT N	In analysis	
69268	5.03	SBC MidWest	3	4/2/03	IF0127-CCEA not found	REQTYP A ACT N	In analysis	
69312	5.02	SBC MidWest	2	4/3/03	Pre-Order: 506 error	CSI	In analysis	
69421	5.03	SBC Mid West	3	4/4/03	IF 0143 - INVALID VALUE: INVALID DATA: Toll Restriction	REQTYP E ACT N	In analysis	
69450	5.03	SBC MidWest	3	4/4/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	REQTYP W ACT V	In analysis	
69454	5.03	SBC SouthWest	3	4/4/03	IF0081 LSR-ACT invalid for TNS/ECCKT status	REQTYP E ACT V	In analysis	coded to spec
69460	5.02	SBC MidWest	2	4/4/03	No TN validation done for DRS1 feature	REQTYP M ACT N	In analysis	
69585	5.03	SNET	3	4/7/03	IF0018 - PS - TNs not found -	REQTYP M ACT V	In analysis	
69624	5.03	SBC Mid West	3	4/8/03	LS6387-RS-Feature detail invalid or code set is included without a space after the FID for Feature 1b8	REQTYP E ACT V	In analysis	coded to spec
69637	5.03	SBC SouthWest	3	4/8/03	IF0048-LSRPREQTYP invalid for ECCKT/TNS/OTN	REQTYP E ACT D	In analysis	coded to spec
69654	5.03	SBC West	3	4/8/03	IF0146-EU-Service address invalid 105-2	REQTYP E ACT N	In analysis	

DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
69671	5.03	SBC SouthWest	3	4/8/03	LS6764 AND LS6763 RPL-FEATURE (SECLOC) 1RA1X invalid value	REQTYP K ACT N	In analysis	
69731	5.03	SBC Mid West	3	4/8/03	LS5535-LSR-NNSP invalid	REQTYP C ACT V	In analysis	
69750	5.03	SBC West	3	4/9/03	IF0075-LSNP-CCEA invalid, channel occupied	REQTYP B ACT V	In analysis	
69758	5.03	SBC West	3	4/9/03	Pre-Order: 503 error on CSI inquiry	CSI	In analysis	
69876	5.03	SBC West	3	4/10/03	CF294-Main listing locality & exch. Not valid for a PB/NB directory	REQTYP M ACT N	In analysis	coded to spec
69879	5.02	SBC Mid West	3	4/10/03	Can't remove a feature in an active pkg	REQTYP E ACT Y	In analysis	
69901	5.02	SBC MidWest	3	4/10/03	Invalid error message: Original order cancelled, rejected, or complete	REQTYP M ACT V	In analysis	
69906	5 02	SBC MidWest	3	4/10/03	Telephone Assistance Plan not allowed	REQTYP M ACT V	In analysis	
69916	5.03	SBC West	3	4/10/03	IF0034-PS-All telephone numbers must be on the same account	REQTYP M ACT B	In analysis	coded to spec
69987	5.03	SBC SouthWest	3	4/11/03	Pre-order: 503 no information found	ECCKT pull	In analysis	
70051	5.02	SBC MidWest	3	4/11/03	LS6441-PS-FEATURE MWN, MV5, or M1W require FEATURE EVB or EVD	REQTYP M ACT V	Monitor	For new examples
70052	5.03	SBC SouthWest	3	4/11/03	IF0102-PS-TNS NOT Available	REQTYP M ACT N	In analysis	
70085	3.06, 5.03	SBC MidWest	2	4/12/03	LSR Versions processed incorrectly	REQTYP M	In analysis	
70187	5.02	SBC Mid West	2	4/14/03	LS5493-Feature duplicate features prohibited: NSD	REQTYP M ACT C	In analysis	
70254	5.03	SBC SouthWest	3	4/15/03	LS6647 Feature NST invalid value entered	REQTYP W ACT V	In analysis	
70278	4.02	SBC Mid West	2	4/15/03	2 files from EDI 850 are missing	REQTYP M ACT C	In analysis	Coded to spec
70279	5.02	SBC Mid West	3	4/15/03	IF3067 with Error Message PS-FEATURE DETAIL /RCU DRS2X and FEATURE are prohibited together:	REQTYP M ACT V	In analysis	
70285	5.03	SBC Mid West	3	4/15/03	NR9UU invalid in MI	REQTYP M ACT N	In analysis	coded to spec
70289	5.03	SBC Mid West	3	4/15/03	LCC populating incorrectly	REQTYP M ACT N	In analysis	
70290	5.03	SBC Mid West	2	4/16/03	Pre Order-unable to reserve valid TNs	TN Reservation	In analysis	coded to spec
70321	5.03	SBC Mid West	3	4/16/03	LS6450 Feature detail /HLN invalid format for feature ODC	REQTYP M ACT C	In analysis	
70335	5.02	SBC West	3	4/16/03	Pre-Order: Account not recognized in CSI	CSI	In analysis	
70337	5.03	SBC Mid West	3	4/16/03	IF0070-Recv'g reject BAN1 invalid for CC	REQTYP A ACT N	In analysis	coded to spec
70378	5.03	SBC MidWest	2	4/16/03	Pre-order: CSI responses not coming back on ATNs or WTNs	CSI	In analysis	

DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
70386	5.03	SBC SouthWest	3	4/16/03	IF3200-PS-FEATURE SRPAN REQUIRED WITH /ELC	REQTYP M ACT C	In analysis	coded to spec
70425	5.02, 5.03	SBC West	2	4/18/03	Post status error	All REQTYPs	In analysis	coded to spec
70429	5.03	SBC West	3	4/17/03	IF0128-LSNP-CCEA not found	REQTYP B ACT V	In analysis	
70435	5.03	SBC SouthWest	3	4/17/03	LS6331-Feature 9Z4LL is req'd with feature LFV	REQTYP E ACT V	In analysis	
70444	5.03	SNET	3	4/18/03	IF0015 LS-ECCKT not found	REQTYP AB	In analysis	coded to spec
70465	5.03	SNET	3	4/17/03	IF0015 - LS-ECCKT not found	REQTYP A ACT D	In analysis	coded to spec
70475	5.03	SBC SouthWest	2	4/17/03	KSTOL USOC removed in error	REQTYP M ACT V	Monitor	
70484	5.03	All regions	2	4/17/03	Pre-order: Listing Style code errors	Listing Request	In analysis	
70495	5 02	SBC MidWest	2	4/17/03	LS6661 - PS-FEATURE NSD is required with FEATURE N8D	REQTYP M ACT T	In analysis	
70569	5.03	SNET	3	4/18/03	Pre-Order: CCEA data incorrect	CFA Inquiry	In analysis	
70577	5.03	SBC Midwest	3	4/18/03	Invalid value for fieldname, value: TITLE1	REQTYP M ACT N	In analysis	coded to spec
70583	5.02	SBC Midwest	3	4/18/03	IF0027- LSR - ATN NOT FOUND	REQTYP E ACT N	In analysis	
70661	5.03	SBC MidWest	3	4/21/03	ACT S to add ZRUS generated incorrect service order.	REQTYP M ACT S	In analysis	
70686	5.03	SBC West	3	4/21/03	LS6650-DTU-FEATURE (trks) T16CB invalid value entered	REQTYP S ACT V	In analysis	
70742	5.03	SBC West	2	4/222/03	LS6282 DL-DACT data missing	REQTYP J ACT R	In analysis	
70752	5.03	SBC MidWest	3	4/222/03	F1016-LSR-SPEC invalid no load coil present on loop	REQTYP A ACT N	In analysis	coded to spec
70764	5.03	SBC MidWest	2	4/222/03	LS1015-RS-FEATURE LAU USOC required when ACT N, T, V LNA N, V	REQTYP E ACT N	In analysis	
70772	5.03	SBC MidWest	3	4/222/03	IF0123 PS: BLOCK ALREADY EXISTS DRS1X	REQTYP M ACT C	In analysis	
70780	5.03	SNET	3	4/222/03	Pre-Order: Circuit Status in error on CFA Inquiry	CFA Inquiry	In analysis	coded to spec
70792	4.02	SBC MidWest	2	4/222/03	Invalid reject for DTNRQ	REQTYP T ACT C	In analysis	
70793	4.02	SBC MidWest	2	4/222/03	2ndDID/PBXResale trunk record not appearing on order	REQTYP T ACT C	In analysis	
70797	5.03	SBC West	3	4/222/03	Pre-Order: PON & TN - POS Inquiry not pulling by WTN	POS Inquiry	In analysis	coded to spec
70841	5.03	SBC MidWest	2	4/23/03	Pre-Order: 503-No information found:BIS_ONF	Loop Qual	In analysis	
70848	5.03	SBC West	2	4/23/03	Pre-Order: working service does not exist	CSI	In analysis	
70849	5.03	SBC West	2	4/23/03	Pre-Order: working service does not exist	CSI	In analysis	coded to spec
70851	5.03	SBC MidWest	2	4/23/03	Multiple Service Orders created in error for a CLEC PON	REQTYP E ACT N	In analysis	
70866	5.03	SBC SouthWest	3	4/23/03	LS6482-LS-CFA required	REQTYP A ACT N	In analysis	coded to spec

DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
70891	5.03	SBC MidWest	3	4/23/03	CH" and "CS" style codes appears in Verigate. Discrepancy with LSPOR	Listing Request	In analysis	
70942	5 03	SBC Midwest	2	4/24/03	IF0143: Invalid Data: Cannot delete service	REQTYP ACT E	In analysis	
70947	5.02	SBC MidWest	3	4/24/03	Telephone Assistance Plan not allowed on CLEC order	REQTYP M ACT V	In analysis	
70994	5.03	SBC MidWest	3	4/24/03	LS6538-RS-FEATURE EVB permitted on only last line of hunt group	REQTYP E ACT C	In analysis	
70998	5.02, 5.03	SBC West	2	4/24/03	PON did not error for blocking G on residence account	REQTYP M ACT C	In analysis	
71051	5.03	SBC MidWest	3	4/25/03	IF0127-LS-CCEA not found	REQTYP A ACT V	In analysis	
71055	5.03	SBC West	2	4/25/03	Pre-Order: Customer account not recognized	TN Reservation	In analysis	coded to spec
71058	5.03	SBC MidWest	2	4/25/03	Pre-Order: incorrect NPA/NXX	Address validation	In analysis	
71061	5.02	SBC MidWest	2	4/25/03	IF3117 --FEATURE Block both 900/976 calls not available	REQTYP M ACT C, V	In analysis	
71074	5.03	SBC SouthWest	3	4/25/03	IF0056-LS-CFA invalid, channel occupied	REQTYP A ACT N	In analysis	
71075	5.03	SNET	3	4/25/03	LS6327- RS-FEATURE (UV6, UV5, UV2, HBR) invalid value entered.	REQTYP E ACT T	In analysis	
71076	5.03	SNET	3	4/25/03	LS6390 - RS-FEATURE (UV6, UV5, UV2, HBR) invalid for TOS value entered.	REQTYP E ACT T	In analysis	
71079	5.03	SBC MidWest	3	4/25/03	IF3067-PS-FEATURE DETAIL /RCU NSQ and FEATURE are prohibited together: NSQ LS5493 with Error Message PS-FEATURE RCU duplicate FEATURES prohibited: RC	REQTYP MB ACT C	In analysis	
71081	5.03	SBC West	2	4/25/03	Pre-Order: TNs not avaible for reservation	TN Reservation	In analysis	coded to spec
71082	4.02	SBC MidWest	2	4/25/03	Incorrect Due on CLEC order	REQTYP A ACT N	In analysis	
71163	5.03	SBC West	2	4/28/03	Pre-Order: 014 error-Host System Unable To Process	CSI	In analysis	coded to spec
71167	5.03	SBC MidWest	2	4/28/03	Pre-Order: no pots line established on CSI	CSI	In analysis	
71168	5.03	SBC MidWest	2	4/28/03	Pre-Order: no pots line established on CSI	CSI	In analysis	
71170	5.02	SBC MidWest	3	4/28/03	TCID applied incorrectly on service orders	REQTYP M, E ACT D	In analysis	
71181	5.03	SBC SouthWest, West	3	4/28/03	Pre-Order: LTN not returned in the listings portion of CSI	CSI	In analysis	
71184	5.02	SBC SouthWest	2	4/28/03	EDI PON rejected for excessive TNs	REQTYP J ACT V	In analysis	
71209	5.03	All Regions	3	4/28/03	ISDN-NPI field is not allowed on 840 record, ISDN UNE, documentation error	REQTYP Y, Z, 3 ACT all	In analysis	

DR#	Version	Region	Severity	Opened	Short Description	Req Type	Status	Comments
71212	5.03	SBC MidWest	3	4/28/03	Pre-Order: 034 error 03 TN reservation failed	TN Reservation	In analysis	coded to spec
71221	5.03	SBC West	2	4/28/03	Pre-Order: 014 error-Host System Unable To Process	CSI	In analysis	
71296	5.03	SBC Southwest	3	4/29/03	Pre-Order-BILL-ON returned for ATN-CSI response for EDI/CORBA	Pre-Order	In analysis	

					The Defect Report posted on this TAB identifies all known CLEC Impacting defects. This report will be updated daily, Monday through Friday by 3 PM Pacific Time							
DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
64358	5.02	SBC MidWest	2	1/14/03	IF3138-RS-FEATURE requires additional USOC's	REQTYP M ACT V	Fix returned			5/14/03	
64663	5.02	SBC Mid West	2	1/20/03	Mismatching of RUF's	REQTYP B ACT V	Fix returned	Migration pending		4/30/03	
65501	5.02	SBC MidWest	2	1/30/03	LS6547-FEATURE SQAV+ invalid for TOS	REQTYP M ACT C	Fix ireturned		CLEC on line updated	4/24/03	
65507	5.02	SBC MidWest	2	1/30/03	LS6443-FEATURE SQAV+ requires EVB or EVD .	REQTYP M ACT C	Fix ireturned		CLEC on line updated	4/24/03	
66002	5.03	All Regions	2	2/6/03	EDI mapping errors	REQTYP Y and Z	Fix in progress			6/14/03	
66003	5.03	All Regions	2	2/6/03	EDI mapping errors	REQTYP R and S	Fix returned	Migrated	Coding error	6/14/03	
66186	5.03	SBC SouthWest	3	2/10/03	Pre-Order: no values are being returned for WPP and LTEXT	CSI Inquiry	Fix in progress				
66315	5.02	SBC Mid West	2	2/11/03	Edit for Move pending orders causes cancel to fail		Fix returned	Migration pending		4/30/03	
66417	5.02	SBC Mid West	3	2/12/03	RC452 recvd by AAS from LASR w/ DL0 record out of sequence	REQTYP J ACT R	Fix returned	Migration pending		4/30/03	
66428	5.02	SBC Mid West	3	2/12/03	PON ATS063830001CD1A did not get processed.	REQTYP A ACT D	Fix returned	Migration pending		4/30/03	
66470	5.02	SBC MidWest	3	2/13/03	LS5493-PS-Feature duplicate features prohibited: RCU	REQTYP M ACT C	Fix in progress	Migration pending		4/30/03	
66569	5 00	SBC Mid West	3	2/20/03	Receiving incorrect DM 0014	REQTYP C ACT V	Fix returned	Migration pending		4/30/03	
66717	4.02	SBC Mid West	3	2/1/03		REQTYP M ACT C	Fix returned	Migration pending		4/30/03	
66886	5.00	SBC Mid West	3	2/20/03	A message text was changed for T103		Fix returned	Migration pending		4/30/03	
67280	5.02	SBC Mid West	2	2/27/03	MOR not passing LOR_MSG ID to LASR	REQTYP M,A ACT V,S	Fix in progress	Migration pending		4/30/03	
67309	5.02	SBC West	2	2/28/03	IF0058 LSR-CC invalid for TNS/ECCKT	REQTYP A ACT D	Fix in progress			5/10/03	
67320	5.02	SBC Mid West	3	2/28/03	LS2992 RPL-LNA (PRI) req'd when CKTA is N,V, or T, prohibited with D or W	REQTYP K ACT C	Fix in Progress	Bus Req's	Possible CR		

DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
67365	5.02	SBC Mid West	3	3/3/03	IF0002 PS: PIC INVALID FOR CENTRAL OFFICE	REQTYP M ACT V	Fix returned	Migration pending		4/30/03	
67619	5.02	SBC Mid West	3	3/6/03	L500-TN is invalid or unavailable	REQTYP M ACT N	Fix in progress		Code change made to a allow Drop to Manual on 3/21/03. Long term fix underway		
67974	ALL	SBC Mid West	2	2/13/03	Combined Loop w/ Unbundled Local Switching	REQTYP M ACT N	Fix returned	Migration pending		4/30/03	
68045	5.02	SBC Mid West	3	3/14/03	IF0143 INVALID DATA: Invalid value, invalid fieldname: FEATURE DETAIL	REQTYP M ACT V	Fix in progress		Awaiting SAT commit		
68214	5.03	SBC Mid West	2	3/17/03	IF3117-FEATURE Block 976 ony calls not available in switch	REQTYP M ACT V	Monitor		The resolution of the related defects (DR68387& DR69167) that were commited in the 4/30 release have cared for DR68214.	4/30/03	
68281	5.02	SBC MidWest	2	3/18/03	Drop to manual error for LSNP	REQTYP B ACT V	Fix returned	Migration pending	Code fix to obtain service order number	5/14/03	
68295	5.02	SBC Mid West	3	3/18/03	IF0112 TOS invalid, change from Bus to Res prohibited.-IF0018-TNS not found	REQTYP M ACT V,C	Fix in progress				
68387	5.03	SBC Mid West	3	3/20/03	IF0157-BLOCK values K & M must be requested together	REQTYP M ACT V	Fix in progress			4/30/03	
68394	4.02	SBC Mid West	2	3/20/03	ACT V order erring in 1PE for E456 NOT ALLOWED WITH BTN	REQTYP M ACT V	Fix returned	Migration pending		4/30/03	
68477	5.02	SBC MidWest	3	3/21/03	IF1006-LS-Shared NOR doesn't contain Line sharing	REQTYP A ACT D	Production Validation			4/28/03	
68480	5.03	SBC MidWest	2	3/21/03	Pre-Order-Additional listings showing incorrect format	CSI	Fix in progress		No timeline yet		
68481	5.03	SBC MidWest	2	3/21/03	Pre-Order-Additional listings not showing up	CSI	Fix in progress		No timeline yet		
68575	5.02 & 5.03	SBC West	2	3/24/03	Unexpected drop to manual	REQTYP N ACT A	Fix in progress		Waiting SAT commit	4/30/03	
68597	5.03	SBC MidWest	2	3/24/03	PON did not flow-through	REQTYP M ACT N	Fix in progress		code error	5/14/03	
68599	5.02	SBC MidWest	3	3/24/03	IF0143 INVALID DATA: TN is invalid or unavailable	REQTYP A ACT N	Fix in progress		Awaiting SAT commit		
68646	5.03	SBC MidWest	3	3/25/03	IF3170 ACCOUNT FEATURE RCUA requires FEATURE	REQTYP E ACT T	Fix in progress		Waiting SAT commit		
68649	4.02	SBC MidWest	2	3/25/03	Invalid LPIC change error	REQTYP M ACT C	Fix returned	Migration pending	Waiting SAT commit		

DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
68660	5.02,5.03	SBC MidWest	2	3/25/03	Directory Listing generated invalid service order	REQTYP E ACT V	Fix returned	Migration pending		5/14/03	
68668	4.02, 5.02, 5.03	SBC MidWest	2	3/25/03	Duplicate service orders	REQTYP A ACT N	Fix returned	Migration pending		5/14/03	
68684	4.02	SBC MidWest	2	3/25/03	Order drop to manual	REQTYP M ACT N	Fix returned	Migration pending		5/14/03	
68800	5.02	SBC MidWest	3	3/26/03	IF1021- LSR: SPEC IS NOT VALID WITH NC/NCI/SECNCI COMBINATION.: UNBLDA	REQTYP AB ACT C	Production Validation			4/24/03	
68862	5.03	SBC SouthWest	2	3/27/03	LSOR discrepancy for feature detail requires only virgule and comma but data format after /CFN requires hyphen	REQTYP M ACT V	Fix in progress		Possible CR to be iss'd allowing spec. characters		
68890	5.03	SBC MidWest	3	3/27/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	REQTYP W ACT V	Fix in progress			4/30/03	
68894	4.02	SBC MidWest	3	3/27/03	H125-Invalid Class of Svc Change. H325-More TNs on order than on CSR	REQTYP M ACT V	Fix in progress	Migration pending			
69018	5.02	All Regions	2	3/31/03	IF0143-Invalid Data: LTN must be associated with WTN	REQTYP M ACT V	Fix returned	Migration pending		5/14/03	
69038	5.03	SBC West	3	3/31/03	LASR is not passing a required tag to AOG	REQTYP A	Fix returned	Migration pending		4/30/03	
69099	4.02	SBC MidWest	3	4/2/03	DNP removed in error	REQTYP M ACT V	Fix returned			5/14/03	
69117	5.03	SBC MidWest	2	4/1/03	RTV1N in block field should have rejected	REQTYP E ACT N	Production Validation			4/21/03	
69167	5.03	SBC Mid West	2	4/1/03	Block activity on LSR not being forwarded to order	REQTYP M ACT N	Fix in progress		Waiting on test commit	4/30/03	
69169	5.03	SBC MidWest	3	4/1/03	LS6483-CCEA req'd when NC/NCI represent the same level of service	REQTYP A ACT N	Fix in Progress		Table update	4/30/03	
69220	5.03	SBC SouthWest	3	4/2/03	IF3180-Feature invalid, must be equivalent of CSR Laura	REQTYP M ACT V	Fix in progress				
69231	5.02	SBC Mid West	3	4/2/03	IF0018-PS-TNS not found	REQTYP M ACT N	Fix in progress			5/14/03	
69241	5.03	SBC MidWest	2	4/2/03	DRS1X USOC generated invalid service order	REQTYP M ACT C	Fix returned	Migration pending		5/14/03	
69243	5.03	SNET	3	4/2/03	Pre Order-Address Validation by WTN - 014 LIM-SystemFailure-00738	ADDRESS VAL.	Fix in progress			6/14/03	

DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
69316	5.03	SBC Mid West	3	4/3/03	IF0128-LSNP-CCEA not found	REQTYP B ACT V	Fix in progress				
69336	5.03	SBC MidWest	2	4/3/03	Pre-Order: FID /CPU xx is not returning on CSI	CSI	Fix in progress	.	CPG to be added		
69383	5.03	All Regions	2	4/4/03	LS0819 LSR-HT is required when HLA is provided, otherwise prohibited. LS0819 LSR-HT is required when HLA is provided, otherwise prohibited. LS5438 LSR-HA the quantity of HT's must equal the quantity of HTSEQ's when REQTYP is E, F or M	REQTYP M ACT N	Fix returned		Retest successful in SAT	5/14/03	
69439	5.03	SBC SouthWest	2	4/4/03	Abend in production LR16511A Transaction		Fix returned	Migration pending		4/30/03	
69446	5.03	All regions	2	4/4/03	CFA Timeout	REQTYP A	Fix Returned			4/30/03	
69514	5.03	SBC Southwest	2	4/7/03	LS0903 is triggered when an alpha characters is populated	REQTYP M ACT N	Fix in progress		Retest reject		
69550	5.02	All Regions	2	4/7/03	DACT & DIRQTY not writing on 420.	REQTYP J	Fix returned		Retest successful in SAT	5/15/03	
69644	5.03	SBC MidWest	3	4/8/03	503 error on loop request	Loop Request	Fix in progress			9/27/03	
69737	5.03	SBC SouthWest	3	4/9/03	IF3004-Feature Detail/ELC invalid data	REQTYP E ACT C	Fix in progress			4/30/03	
69802	5.03	SNET	3	4/9/03	Pre-Order: 503 - no information found	CFA	Production Validation		Switch date updated	4/21/03	
69881	5.03	SBC Mid West	2	4/10/03	Pre-Order: incorrect ZIP Code on CSI inquiry	Pre Order	Fix in progress				
69890	5.03	SBC SouthWest	2	4/10/03	DEL ENTRY IS MISSING FROM TOLL FILE GUIDE SERVICE ORDER	REQTYP M ACT N	Fix in progress			4/30/03	
69891	5.03	SBC MidWest	2	4/10/03	Pre-Order: 014 error when attempting CSI inquiry	CSI	Fix in progress				
69896	5.03	SBC MidWest	3	4/10/03	Pre-Order: Wrong Class of Service on CSI response	CSI	Fix in progress		New class of service to be added		
69914	5.03	SBC SouthWest	3	4/10/03	IF0018-PS-TNS not found	REQTYP M ACT C	Fix in progress		Coding error		
69918	4.02	SBC MidWest	2	4/10/03	Order_line - refnum_map connection. 860 with additional line causing order to error.	REQTYP M ACT V	Fix in progress		Awaiting SAT commit		
69965	5.02	SBC West	2	4/1102	Pre-order: CSR not appearing in backend systems	CSR	Fix in progress		Table update	4/29/03	
70064	5.03	SBC MidWest	3	4/11/03	LS6327-RS-FEATURE ZCFDA invalid value entered	REQTYP E ACT V	Production Validation	coded to spec	Table update	4/24/03	
70172	5.03	SBC West	3	4/14/03	Pre-Order: 034-Unable to reserve address	Address reservation	Fix in progress		.	6/24/03	

DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
70173	5.02	SBC Mid West	2	4/14/03	IF0128-LSNP-CCEA not found	REQTYP B ACT V	Fix in progress	Migration pending			
70176	5.03	SBC SouthWest	3	4/14/03	IF0177-TNS all lines must exist at same physical address	REQTYP M ACT C	Fix in progress	Coding error			
70183	5.02, 5.03	All Regions	3	4/14/03	LS5000 edit not triggering	REQTYP Y,2	Fix in progress		code error	5/14/03	
70184	5.03	SBC Mid West	2	4/15/03	Order should have rejected, but didn't	REQTYP J ACT D	Fix in progress			5/14/03	
70221	5.02	SBC Mid West,SW	3	4/15/03	Order stuck in queue	REQTYP M ACT V	Fix returned	Translator defect	awaiting software		
70260	5.03	SBC West	3	4/15/03	IF0033 All TN's must be on the same account	REQTYP E ACT V	Fix in progress		Coding error		
70374	5.02	SBC MidWest	2	4/16/03	Error causing a Drop to Manual	REQTYP M ACT C	Fix returned	Migration pending			
70428	5.02, 5.03	SBC MidWest	2	4/18/03	Duplicate jeopardy messages	REQTYP A	Fix in progress			5/14/03	
70546	5.02	SBC MidWest	2	4/18/03	Wrong error message for CCI	REQTYP A	Fix returned	Migration pending			
70558	4.02	SBC Midwest	2	4/18/03	900/976 Blocking error	REQTYP M ACT C	Fix in progress		Waiting for SAT commit		
70581	5.03	SBC Southwest	3	4/18/03	MTP N did not populate on service order	REQTYP E ACT D	Fix in progress			5/14/03	
70622	5.02	SBC MidWest	2	4/21/03	DM1100 (S1405) PON dropped to manual	REQTYP M ACT V	Production Validation			4/28/03	
70663	5.03	SBC MidWest	2	4/21/03	Pre-order: error code 014 for CSI on ATN	CSI inquiry	Fix in progress				
70767	5.03	SBC SouthWest	2	4/22/03	Hunting sequence not removed as requested on the LSR	REQTYP M ACT C	Fix in progress		coding change		
70782	5.03	SBC SouthWest	2	4/22/03	Missing LA and Primary FID	REQTYP M ACT N	Fix in progress			4/30/03	
70791	5.03	SBC MidWest	2	4/22/03	Pre-Order: Incorrect zip code on CSI	CSI	Fix in progress				
70845	5.02	SBC MidWest	2	4/23/03	IF0112 & IF0018 TNS & TOS Invalid	REQTYP M ACT V	Production Validation		Pon resubmitted with no error	4/24/03	
70853	5.03	SBC SouthWest	3	4/23/03	DL-LTEXT data invalid; special char (%, $, .)	REQTYP M ACT R	Fix in progress		Code change req'd		
70862	5.03	SNET	3	4/23/03	Pre-Order: CKT displayed working in two areas	Loop Qual	Production Validation			4/29/03	
70975	5.03	SBC SouthWest	2	4/24/03	FID error causing evalid service orders	REQTYP M ACT C	Fix in progress				

DR#	Version	Region	Sev.	Opened	Short Description	Req Type	Status	Description	Comments	Target Date	Acc. Letter
70999	5.03	SBC SouthWest	2	4/24/03	IFO178– EU-Service Address does not match existing lines	REQTYP M ACT C	Fix in progress	Missing business reqmts		5/14/03	
71066	5.02	SBC SouthWest	3	4/25/03	LS6705-LSNP-CFA required	REQTYP B ACT V	Production Validation		Table update	4/30/03	
71210	5.03	SBC SouthWest	2	4/28/03	LS6482-LS-CFA required	REQTYP A ACT N	Production Validation		Table update	4/30/03	

	Closed - CLEC Impacting Defects -				Report date: 04/29/03							

The Defect Report posted on this web-site identifies all known CLEC impacting defects. This report will be updated daily, Monday through Friday by 3 PM Pacific Time

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
67374	5 02	SBC SouthWest	3	3/3/03	IF0006-PIC already working	REQTYP M ACT C	Closed			3/18/03	
67376	5.02	SBC SouthWest	3	3/3/03	IF0008-IPIC already working	REQTYP M ACT C	Closed			3/18/03	
67855	5.02	SBC Mid West	3	3/11/03	IF0070-LSR-BAN1 invalid for CC	REQTYP A	Closed			3/18/03	
68154	5.03	SBC West	3	3/16/03	XG0569 error not generated accounting to Requirements	REQTYP E ACT C	Closed			3/18/03	
68156	5.03	SBC West	2	3/16/03	XG0575-CC,LATA,REQTYP NOT FOUND ON TBL - UNABLE TO DERIVE BAN	REQTYP A ACT N	Closed			3/18/03	
68168	5.03	SBC Mid West	1	3/17/03	LASR abending when sending records to AAS		Closed			3/18/03	
68198	5.03	SNET	3	3/17/03	IF0015-ECCKT not found	REQTYP A ACT D	Closed	Cancel-Open in error.		3/18/03	
68217	5.03	SBC Mid West	3	3/17/03	IF0126-CCEA invalid, channel occupied	REQYTP A ACT C	Closed	Cancel-Open in error.		3/18/03	
68263	4.02	SBC Mid West	1	3/18/03	H333-invalid value for fieldname, value CC,7229	REQTYP M ACT C	Closed			3/18/03	
66789	5.02	SBC West	3	2/19/03	IF0058-CC invalid for TNS/ECCKT	REQTYP A ACT C	Closed			3/19/03	
67372	5.02	SBC Mid West	3	3/3/03	IF3067-Feature detail /RCU WBKB4 & feature are prohibited together: Optional Calling Plans (WBKB4)	REQTYP M ACT V	Closed			3/19/03	
67521	4.02	SBC Mid West	2	3/5/03	G101-Invalid value, Class of Service	REQTYP M ACT V	Closed			3/19/03	
67990	4.02	SBC Mid West	2	3/13/03	Pre Order-CSI-CLEC can't tell from a CSR in Verigate that ESM is built with Remote Access to Call Forwarding.	PRE-ORDER CSI	Closed	Cancel-Open in error.		3/19/03	
68114	5.03	SBC Mid West	3	3/15/03	PON WAS BUILT ON A DROP TO MANUAL	REQTYP AB ACT N	Closed		CR30249 issued	3/19/03	
68163	5.03	SBC Mid West	2	3/16/03	Remarks sections contains DISC CHRG in error	REQTYP M	Closed			3/19/03	
68164	5.03	SBC Mid West	3	3/16/03	REQTYP B ACT V OUT OF SCOPE FOR FLOWTHROUGH	REQTYP B ACT V	Closed	Cancel-Open in error.		3/19/03	
68184	5.03	SBC SouthWest	3	3/17/03	IF0114-PS-TNS all TNS in hunt group must be suspended	REQTYP M ACT S	Closed			3/19/03	
68202	5.03	SBC SouthWest	3	3/17/03	IF00115-TNS all TNS in hunt group must be restored	REQTYP M ACT B	Closed			3/19/03	
68209	5.03	SBC West	3	3/17/03	IF0067-LSR-BAN1 not found	REQTYP A ACT N	Closed			3/19/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
68213	5.03	SBC SouthWest	3	3/17/03	IF0080-LST-ACT invalid for Account status	REQTYP M ACT D	Closed			3/19/03	
68225	5.03	SBC Mid West	3	3/17/03	IF0068-LSR-BAN1 invalid for CC/LATA/REQTYP	REQTYP M ACT N,V	Closed	Cancel-Open in error.		3/19/03	
68322	5.03	SBC Mid West	3	3/19/03	IF0067-LSR-BAN1 not found	REQTYP M ACT B	Closed	Cancel-Open in error.		3/19/03	
65082	4.02	SBC MidWest	2	1/24/03	L809-Must be LSOG 5.02 or higher	REQTYP E ACT V	Closed		CLEC now on 5.02	3/20/03	
68152	5.03	SNET	2	3/16/03	LS6823. - YPH is not on 328 table.	REQTYP E ACT V	Closed			3/20/03	
68160	5.03	SBC Mid West	2	3/16/03	Double Remark on F order	REQTYP F	Closed			3/20/03	
68190	5.03	SBC SouthWest	2	3/17/03	FOC not sent on Supp 2	REQTYP M ACT T,N	Closed			3/20/03	
68210	5.03	SBC SouthWest	3	3/17/03	IF0018-PS-TNS not found	REQTYP M ACT D	Closed.	Coded to spec	CABs CR 03196 issued	3/20/03	
68284	5.02	SBC SouthWest	3	3/18/03	IF0015 LS-ECCKT not found	REQTYP A ACT D	Closed		C72924 issued	3/20/03	
64541	5.02	SBC MidWest	3	1/17/03	Error code (not provided) - The listing has the same REF codes as another listing	REQTYP M ACT C	Closed			3/21/03	
68222	4.02	SBC Mid West	3	3/17/03	IF0126-CCEA invalid, channel occupied	REQTYP A ACT C	Closed	Cancel-Open in error.	Corrected Version to 4.02. Enhancement would take a CR and LSOG version will be retired by CR implementation	3/21/03	
68293	5.02	SBC MidWest	3	3/18/03	LS6390 RS-FEATURE ZRUS invalid for TOS value entered. LS6327 RS-FEATURE ZRUS invalid value entered	REQTYP E ACT Y	Closed		Table update	3/21/03	
68337	5.02	SBC Mid West	3	3/19/03	IF0018-PS-TNS not found	REQTYP M ACT V	Closed	Cancel-Open in error.	PON resubmitted and FOC'd	3/21/03	
66387	5.02	SBC MidWest	2	2/12/03	Generating service order against TN that is not working	REQTYP M ACT D	Closed			3/24/03	
66509	5.02	SBC SouthWest	2	2/13/03	IF0148-SCFA not found	REQTYP M ACT C	Closed			3/24/03	
67200	5.02	SBC West	2	2/26/03	CR034-Must have all levels from 0 to DOI in order	REQTYP J ACT N	Closed			3/24/03	
67392	5.02	SBC Mid West	2	3/3/03	LS6539-Feature EVB prohibited on circle hunt groups	REQTYP E ACT N	Closed			3/24/03	
68197	5.03	SBC West	3	3/17/03	LS6644-CRS feature RAFCX invalid value entered	REQTYP P ACT C	Closed			3/24/03	
68219	5.03	SBC Mid West	3	3/17/03	IF0081-LSR-ACT invalid for TNS/ECCKT status	REQTYP E ACT B	Closed			3/24/03	
68470	5.03	SBC SouthWest	3	3/21/03	IF3044-RS-Feature LFV is required with feature 9ZRLL	REQTYP E ACT C	Closed			3/24/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
66477	5.02	SNET	3	2/13/03	LS6644-CRS feature UKN invalid value entered	REQTYP P ACT C	Closed			3/25/03	
67520	5.02	SNET	3	3/5/03	LS5910-RS-FA D prohibited on Line Assignable USOC	REQTYP E ACT C	Closed			3/25/03	
67584	5.02	SBC Mid West	3	3/6/03	IF3206-Invalid attempt to remove all secondary lines from Hunt Group	REQTYP M ACT V	Closed		Code fix to allow Drop to Manual	3/25/03	
67926	5.02	SNET	3	3/13/03	LS6390-RS Feature U3V invalid for TOS value entered	REQTYP E ACT T	Closed			3/25/03	
68330	5.03	SNET	3	3/19/03	LS6389-FEATURE 2 or more LAU prohibited per LNUM	REQTYP E ACT V	Closed			3/25/03	
68596	5.02	SBC MidWest	3	3/24/03	IF0067-LSR-BAN1 not found	REQTYP M ACT V	Closed			3/25/03	
67646	5.02	SBC Mid West	2	3/7/03	IF0143-Invalid value: Invalid data: Product EVD is not valid for the account switch DTRTMIUVDSO	REQTYP M ACT N	Closed			3/26/03	
67828	5.02	SBC Mid West	3	3/11/03	LS6390-Feature NBA invalid for TOS value entered	REQTYP E ACT C	Closed			3/26/03	
67831	5.02	SBC Mid West	3	3/11/03	LS6327-Feature NBA invalid value entered	REQTYP E ACT C	Closed		CR03024 - table update	3/26/03	
68052	4.02	SBC Mid West	2	3/14/03	S3087 indicating YPH value is invalid.	REQTYP M ACT N	Closed		Checking for System Error S3087 in production to see if the same condition is still dropping to manual.	3/26/03	
68395	5.03	All Regions	3	3/20/03	Pre-Order. Remove SMC drop down in accordance with LSOR	TXTYP	Closed	Retest successful		3/26/03	
68397	5.03	All Regions	2	3/20/03	Pre-Order. Add a "Request Manual Loop Report" button to be returned on all Loop Qual responses when RESPC=504/RESPD=Partial information is returned	Loop Qual	Closed	Retest successful		3/26/03	
68398	5.03	All Regions	2	3/20/03	Missing field AAI on the validated address response screen	Pre-Order	Closed	Retest successful		3/26/03	
68565	5.03	SBC Mid West	3	3/24/03	LS4424-SECNCI is req'd if REQTYP is K	REQTYP K ACT W	Closed		CR020907 issued	3/26/03	
68276	5.03	SNET	3	3/18/03	Delivery Section is being returned on CSI only transaction	PRE-ORDER CSI	Closed		Backend system updated	3/27/03	
68475	4.02	SBC MidWest	2	3/21/03	Shared NBR field is required when the circuit is UAFU	REQTYP A ACT D	Closed			3/27/03	
68555	5.03	SNET	2	3/21/03	Pre-Order-Invalid ZIP	Address Validation	Closed		RM90290 issued	3/27/03	
68602	5.03	SBC MidWest	2	3/24/03	IF1003: LSR-SPEC invalid PAIR GAIN/DLC is found.	REQTYP A ACT N	Closed	Cancel-Open in error.		3/27/03	

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68885	5 02	SBC West	3	3/27/03	IF0075-LSNP-CCEA invalid, channel occupied	REQTYP B ACT V	Closed			3/27/03	
68280	5.03	SBC West	3	3/18/03	LS2005 CUS invalid	REQTYP X ACT V	Closed		CR 030097 issued	3/28/03	
68570	5.03	SBC Mid West	2	3/24/03	LS4413-NC must be compatible with NCI & SECNCI	REQTYP N ACT A	Closed		CR30215 to be implemented 4/2	3/28/03	
68645	5.02	SBC West	3	3/25/03	CF296-Orginial transaction already processed. Unable to supplement	REQTYP M ACT R	Closed	Cancel-Open in error.	CLEC is trying to do a supplement on something that was already processed. This is the correct error message.	3/28/03	
68647	5.03	SBC MidWest	3	3/25/03	IF0070 LSR-BAN1 invalid for CC include error code	REQTYP A ACT N	Closed		CR 030269 issued	3/28/03	
67037	5.02	SNET	3	2/24/03	IF1024-EU-SASN Address differs from working address on current record	REQTYP C ACT V	Closed	Retest successful		3/31/03	
67969	5.02	SBC SouthWest	3	3/13/03	IF0016-PS ECCKT not found	REQTYP M ACT C	Closed			3/31/03	
68038	5.02	SNET	2	3/14/03	LS5910: RS-FA D prohibited on Line Assignable USOC	REQTYP C ACT C	Closed		Table update	3/31/03	
68286	5.03	SBC MidWest	3	3/18/03	LS3382 PS-FEATURE Line Assignable Feature required per LNUM	REQTYP W ACT V	Closed			3/31/03	
68346	5.03	SNET	3	3/19/03	LS1015-Feature LAU USON required when ACT N,T,V LNA N,V	REQTYP E ACT V	Closed			3/31/03	
68429	5.03	All Regions	2	3/20/03	Manual FOC on REQTYP A ACT T when CFA/CCEA not populated	REQTYP A ACT T	Closed		CR030267 issued	3/31/03	
68486	5.02	SBC SouthWest	3	3/21/03	Class of service not changed on res to bus order	REQTYP MB ACT V	Closed			3/31/03	
68648	5.03	SBC MidWest	3	3/25/03	LS4497 RS-FEATURE RCU duplicate FEATURES prohibited.: RCU	REQTYP E ACT T	Closed	dupe of DR68646		3/31/03	
68759	5.03	SBC SouthWest	2	3/26/03	IF0018-TNS not found.	REQTYP M ACT T	Closed	Cancelled-open in error		3/31/03	
68840	5.02	SBC SouthWest	3	3/27/03	IF3122-Feature detail /RCYC required	REQTYP M ACT C	Closed			3/31/03	
68903	5.03	SBC SouthWest	2	3/27/03	Pre-Order CSI/Listing Query	CSI	Closed	Cancelled-open in error		3/31/03	
67037	5.02	SNET	3	2/24/03	IF1024-EU-SASN Address differs from working address on current record	REQTYP C ACT V	Closed			4/2/03	
68102	5.03	SBC Mid West	2	3/15/03	The ACNA field returns 320 when searching by ECCKT.	PRE-ORDER	Closed			4/2/03	
68105	5.03	SBC SouthWest	2	3/15/03	The ACNA field returns 320 when searching by ECCKT	PRE-ORDER	Closed			4/2/03	
68109	5.03	SBC West	3	3/15/03	The ACNA field returns on the order status detail transaction, but the ACNA field is "blank" on the list transaction.	Pre-Order	Closed			4/2/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
68326	5.03	SBC Mid West	2	3/19/03	IF0070-LSR-BAN1 invalid for CC	REQTYP M ACT V,D	Closed			4/2/03	
68415	5.03	SBC SouthWest	2	3/20/03	Pre-Order. Account service info missing	CSI	Closed			4/2/03	
68592	5.03	All Regions	2	3/24/03	Pre-Order: Verigate returns only a single loop	Loop Qual	Closed			4/2/03	
68601	5.02	SBC SouthWest	3	3/24/03	IF0068 LSR-BAN1 INVALID FOR CC/LATA/REQTYP	REQTYP M ACT V	Closed			4/2/03	
68774	5.03	SBC MidWest	2	3/26/03	LS2531: LS-ECCKT valid format is .AAAA.NNNNNN..AA or NA.AAAA.NNNNNN..AA)	REQTYP A ACT N	Closed		CR030280 issued	4/2/03	
65448	5.02	SBC MidWest	2	1/29/03	IF0143-Invalid Value: Invalid data: Product NWT is not valid for the account switch LONDOH85DS1	REQTYP M ACT V	Closed			4/3/03	
66814	3.06	SBC SouthWest	3	2/19/03	LS1416-No load coil present on loop	REQTYP A ACT N	Closed			4/3/03	
67028	5.02	SBC West	3	2/24/03	IF0033-RS All telephone numbers must be on the same account	REQTYP E ACT D	Closed		CR021010	4/3/03	
67235	5.02	SBC MidWest	2	2/27/03	LS6390-RS-Feature ZCFBA invalid TOS value entered	REQTYP E ACT C	Closed			4/3/03	
67236	5.02	SBC MidWest	2	2/27/03	LS6327-RS-Feature ZCFBA invalid value entered	REQTYP E ACT C	Closed			4/3/03	
67490	5.02	SBC West	3	3/5/03	LS6390-RS-Feature PUB invalid TOS value entered	REQTYP E ACT N	Closed			4/3/03	
67494	5.02	SBC West	3	3/5/03	LS6327-RS-Feature PUB invalid value entered	REQTYP E ACT N	Closed	Cancelled-open in error		4/3/03	
67495	5.02	SBC West	3	3/5/03	LS6579-LSR-TOS when 1st position of TOS is 1 or 3, then pos. 3 must be M or F	REQTYP E ACT N	Closed	Cancelled-open in error		4/3/03	
68333	5.03	SBC SouthWest	3	3/19/03	F0114-PS-TNS all TNS in hunt group must be suspended	REQTYP M ACT S	Closed			4/3/03	
68738	5.02	SBC MidWest	3	3/26/03	LS3382 & LS0091rejected for the features not being on the order.	REQTYP M ACT V	Closed			4/3/03	
69313	5.03	SBC West	3	4/3/03	LS0946-PIC req'd when ACT N,T or V	REQTYP E ACT V	Closed	Cancelled-open in error		4/3/03	
67204	5.02	SBC SouthWest	2	2/26/03	IF0009 EU Service address invalid	REQTYP A ACT V	Closed	Coding error	Fixed	4/4/03	
67303	5.02	SBC Mid West	2	2/28/03	CSI PIC VALUE RETURN INVALID "UN"	PRE-ORDER CSI	Closed	Systems Reqmts	Fixed	4/4/03	
67405	5.02	SBC West	3	3/3/03	IF3063-Feature COM is req'd with feature NIL	REQTYP M ACT C	Closed	Coding error	Fixed	4/4/03	
67518	5.02	SBC SouthWest	3	3/5/03	IF1006-LS-Shared NOR doesn't contain Line sharing	REQTYP A ACT V	Closed	Coding error	Fixed	4/4/03	
67737	5.02	SBC West	3	3/10/03	IF3063-Feature CNM is req'd with feature NWL	REQTYP M ACT C	Closed	Coding error	Fixed	4/4/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
68401	5.03	SBC MidWest	3	3/20/03	Pre-Order. 501 error for CLLI Code not returned	CLLI	Closed			4/4/03	
68401	5.03	SBC MidWest	3	3/20/03	Pre-Order. 501 error for CLLI Code not returned	CLLI	Closed	Business Table data	Table update	4/4/03	
68415	5.03	SBC SouthWest	2	3/20/03	Pre-Order. Account service info missing	CSI	Closed	Coding error		4/4/03	
68568	5.02	SBC West	2	3/24/03	Error 034-not telephone numbers available	Pre Order	Closed	Cancelled Open in error		4/4/03	
68949	4.02	SBC Mid West	2	3/28/03	T410 Shared NBR not found & L125-Act invalid for TNS/ECCKT status	REQTYP E ACT D,C	Closed	Coding error	Fixed	4/4/03	
69153	5.03	SNET	3	4/1/03	IF0015-ECCKT not found	REQTYP A ACT D	Closed	Cancelled-open in error		4/4/03	
69313	5.03	SBC West	3	4/3/03	LS0946-RS-PIC is required when ACT is N or T, or ACT is V	REQTYP E ACT V	Closed	Cancelled-open in error		4/4/03	
67394	4.02	SBC Mid West	2	3/3/03	BRS NRC'ing the change from aux to main	REQTYP M ACT V	Closed			4/7/03	
67964	5.02	SBC SouthWest	3	3/13/03	IF0027-LSR-ATN not found	REQTYP E ACT D	Closed	Coded to spec;	error in CRIS acct- CLEC issued order manually	4/7/03	
67965	5.02	SBC SouthWest	3	3/13/03	IF0059-LSR-CC invalid for ATN	REQTYP E ACT D	Closed		error in CRIS acct- CLEC issued order manually	4/7/03	
68679	5.02/0 3	SBC MidWest	3	3/25/03	Error message IF3206 not found in the LSOR	REQTYP M	Closed		mis-type	4/7/03	
68781	5.03	SBC SouthWest	3	3/26/03	LS3382-PS-FEATURE Line Assignable Feature required per LNUM	REQTYP S ACT V	Closed	Added to tables		4/7/03	
68783	5.03	SBC SouthWest	3	3/26/03	LS6650-DTU-FEATURE (trks) T16CB invalid value entered	REQTYP S ACT V	Closed			4/7/03	
69129	5.03	SNET	3	4/1/03	LS6793 Feature (PRILOC) WWZU9 invalid value entered & LS6764 Feature (SECLOC)WWZU9 invalid value entered	REQTYP K ACT C	Closed	Cancelled-open in error	retail USOC not eligible for conversion	4/7/03	
69424	5.03	SBC Mid West	3	4/4/03	Error Code IF0143 with Error Message INVALID VALUE: RTVX5	REQTYP E ACT N	Closed	Cancelled duplicate of 69421		4/7/03	
69519	5.03	SBC South West	3	4/4/03	IF0081-LST ACT invalid for TNS/ECCKT status	REQTYP E ACT B	Closed	Cancel-dupe of 69454		4/7/03	
68402	5.03	SBC West	3	3/20/03	IF0034-All TN's must be on the same account	REQTYP M ACT D	Closed	coded to spec	Errors are related to an end user failing to pay one CLEC then jumping to another before they can be disconnected.	4/8/03	
68552	5.03	SBC West	4	3/24/03	Pre-Order: QDT Field being returned in error	CSI	Closed		Code change	4/8/03	

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68588	5.03	SBC MidWest	2	3/24/03	Pre-Order: 503-Information not found	Address Validation	Closed	coded to spec	Living Unit database dose not contain this address either becase address does not exist or it needs to be updated. If new with no previous service New serivce will gen update.	4/8/03	
68752	5.02	SBC MidWest	2	3/26/03	IF1005 LS: SHARED NBR CANNOT BE LINE SHARED	REQTYP A ACT N	Closed		CR 030301 issued	4/8/03	
68955	5.03	SBC SouthWest	3	3/28/03	IF0080-ACT invalid for account status	REQTYP M ACT D	Closed		CLEC issued PON manually	4/8/03	
69274	5.03	SBC SouthWest	2	4/2/03	IF0018-PS-TNS not found	REQTYP M ACT D	Closed		CR 030196 issued	4/8/03	
69362	5.03	SBC West	3	4/3/03	CF295-Original transaction not found-UNABLE TO CANCEL	REQTYP J ACT N	Closed	Coding error	Fixed	4/8/03	
69414	5.03	SBC SouthWest	3	4/4/03	Pre-Order: 501-Unable to Reserve TN - Error "Reservation Failed"	TN Reservation	Closed	Cancelled-open in error	unable to duplicate	4/8/03	
69463	5.03	SBC SouthWest & West	2	4/4/03	Pre-Order. cc not authorized	CSI	Closed	Cancelled-Open in error		4/8/03	
69535	5.02	SBC Mid West	2	4/7/03	LS4071- DL-DIRTYP prohibited when DACT is not populated; LS4057- DL-DIRQTY required when DIRTYP provided, otherwise prohibited; LS1626- DSR-EDD cannot be less than current date	REQTYP J ACT N	Closed	Cancelled-	Duplicate of DR 69550	4/8/03	
67923	5.02	SNET	3	3/13/03	LS2471-CCEA Element 4 formatted incorrectly & should trigger LS2471 CCEA invalid format	REQTYP A ACT N	Closed	Coding error	fixed	4/9/03	
68271	5.03	SBC Mid West	3	3/18/03	LS6390-Feature ZCSAC invalid for TOS value entered	REQTYP E ACT C	Closed	Bus. Reqmts	Table update	4/9/03	
68272	5.03	SBC Mid West	3	3/18/03	LS6327-Feature ZCSAC invalid value entered	REQTYP E ACT C	Closed	Bus. Reqmts	Table update	4/9/03	
68416	5.03	SBC Mid West	3	3/20/03	IF0143-Invalid value, TAP only allowed on one line	REQTYP M ACT V	Closed	Pre-existing cond.	Table update	4/9/03	
68693	5.03	SBC MidWest	3	3/25/03	LS3382-PS-Feature Line Assignable feature required per LUNUM	REQTYP S ACT N	Closed		Table update	4/9/03	
68948	5.03	SNET	3	3/28/03	LS6644-Features WZBKA & UYW invalid value entered	REQTYP P ACT C	Closed		Table update	4/9/03	
69525	5.02	SBC West	2	4/7/03	F1001 LSR-SPEC	REQTYP A ACT N	Closed	Cancelled-Open in error		4/9/03	

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69655	5.02	SBC SouthWest	3	4/8/03	IF0016 ECCKT not found & IF0067 BAN1 not found	REQTYP M ACT D	Closed		No error found. CLEC re-submitted PON and it FOC'd	4/9/03	
64944	5.02	SNET	2	1/23/03	IF0128-LSNP-CCEA not found	REQTYP B ACT V	closed		Issues cannot be analyzed on a global level; each LSRN needs to be reviewed separately.	4/10/03	
68428	5.03	SNET	2	3/20/03	IF0148-edit recv'd- but shows spare	REQTYP A ACT	Closed	Coding error	software coding	4/10/03	
68462	5.03	SBC MidWest	3	3/21/03	REQ M ACT V order requesting EVD should have rejected	REQTYP M ACT V	Closed		To be covered under CR 030304	4/10/03	
69676	5.03	SNET	3	4/8/03	IF0015 - LS ECCKT not found	REQTYP A ACT D	Closed	coded to spec	No error found in pre-order or ordering sytems	4/10/03	
69763	5.03	SNET	3	4/9/03	IF0073-LSR-BAN1 invalid for ECCKTS/TN	REQTYP A ACT D	Closed	coded to spec	No error found in pre-order or ordering sytems	4/10/03	
69793	5.03	SBC SouthWest	2	4/9/03	Pre-Order: TNs in CSI incorrect	CSI	Closed		Updated information provided to the LSC	4/10/03	
68024	5.02	SBC Mid West	2	3/14/03	Request to change TN generated invalid service orders	REQTYP M ACT C	Closed	Fixed indirectly	Undetermined	4/14/03	
68558	5.03	SBC SouthWest	3	3/21/03	IF0075-LSNP-CCEA invalid, channel occupied	REQTYP B ACT V	Closed	LSR cancelled	Undetermined	4/14/03	
69360	5.03	SNET	3	4/3/03	IF1006 - LS-SHARED NBR DOES NOT CONTAIN LINE SHARING	REQTYP A ACT D	Closed	CR030308 issued		4/14/03	
69819	5.03	SBC SouthWest	3	4/9/03	Pre-Order: 034 error on TN Reservation	TN Reservation	Closed	Cancelled-Open in error		4/14/03	
69874	5.03	SBC MidWest	3	4/10/03	Pre-Order: Response Code (RESPC) 014-Host System Unable To Process-RM-SystemFailure-00014	Loop Qual	Closed	Cancelled	Duplicate of 69644	4/14/03	
69218	5.03	SBC West	2	4/2/03	Pre-Order: 503 error	CSI Inquiry	Closed	Table update	Validated	4/15/03	
69448	5.02	SBC SouthWest	2	4/4/03	Order completed incorrectly from CLEC original order	REQTYP J ACT R	Closed	Cancelled-Open in error		4/15/03	
69616	5.03	SBC SouthWest	3	4/8/03	IF3205-Feature Detail/LRS required with feature ZUNEL when SRRAN is present	REQTYP M ACT C	Closed		Per user	4/15/03	
69815	5.02	SBC West	2	4/9/03	Pre-Order: CSI error on TXNUM	CSI	Closed	Table update		4/15/03	
70060	5.03	SNET	3	4/11/03	LS6482 - LS-CFA required when the NCI represents a higher level service than the NC)	REQTYP A ACT N	Closed	Cancelled	Duplicate of70058	4/15/03	
70134	5.02	SBC Mid West	1	4/14/03	Stuck in new status	REQTYP M ACT V	Closed	Closed	Re-started apps	4/15/03	

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70226	3.06	SBC West	1	4/15/03	LSR exceptioned to LSC-not able to dogleg order	REQTYP M ACT V	Closed	Table update		4/15/03	
70239	3.06	SBC Southwest	2	4/18/03	B893 usoc format error	REQTYP M ACT S	Closed	Cancelled-Open in error		4/15/03	
63638	5.02	SBC MidWest	2	12/30/02	Missing value for fieldname: Place_Listing_AS	REQTYP M ACT V	Closed	Fixed	coding error	4/16/03	
67245	5.02	SBC MidWest	3	2/27/03	LS6387-RS-Feature detail invalid or code set is included without a space after the FID for Feature XXXXXX	REQTYP E ACT C	Closed	Table update	Business Reqmts.	4/16/03	
68051	5.02	SBC Mid West	3	3/14/03	SCD DEFECT	REQTYP J ACT N	Closed	CR030312 issued	Business Reqmts.	4/16/03	
68561	5.02	SBC West	3	3/21/03	IF0128-LSNP-CCEA not found	REQTYP B ACT V	Closed	Cancelled-Open in error		4/16/03	
68603	5.02	SBC MidWest	2	3/24/03	Incorrect Jep message on DD (End User/Premise Not Ready)	REQTYP BB ACT V	Closed	code fix	Fix on buffer between backend systems	4/16/03	
68798	5.03	SBC MidWest	3	3/26/03	IF0129 with Error Message LS-CFA not found	REQTYP A ACT N	Closed	Cancelled-Open in error		4/16/03	
69224	5.03	SBC Mid West	3	4/2/03	LS6390-Feature PGOEB invalid for TOS value entered	REQTYP E ACT V	Closed	Business Req's	Table update	4/16/03	
69230	5.02	SBC Mid West	3	4/2/03	LS6327-Feature PGOEB invalid value entered	REQTYP E ACT V	Closed	Business Req's	Table update	4/16/03	
69418	5.03	SBC SouthWest	3	4/4/03	Pre-Order: 503-No information found	CSI	Closed	User error	Not following process	4/16/03	
69567	5.03	SNET	3	4/7/03	LS5910-FA D prohibited on LAU USON	REQTYP E ACT C	Closed	Business Req's	Table update	4/16/03	
69625	5.03	SBC SouthWest	3	4/8/03	IF0066=PS-LST incorrect for TNS 2105251987	REQTYP M ACT V	Closed	Not following process	Order posted	4/16/03	
69798	5.02	SBC West	2	4/9/03	Pre-Order: Account not recognized in CSI	CSI	Closed		When client first looked up account, the account wasn't there. Account exists in MI today.	4/16/03	
70044	5.03	SBC MidWest	3	4/11/03	Orders confirmed in error	REQTYP M ACT C	Closed		Covered under CR 030109	4/16/03	
70049	5.03	SBC West	3	4/11/03	LS6482-LS-CFA required	REQTYP A ACT V	Closed	Cancelled	Duplicate of 70060	4/16/03	
70054	5.03	SBC SouthWest	3	4/11/03	IF0009 EU-SERVICE ADDRESS INVALID	REQTYP M ACT N	Closed	Fixed indirectly		4/16/03	
70055	5.03	SBC SouthWest	3	4/11/03	LS6705-LSNP-CFA required when the NCI represents a higher level service than the NC	REQTYP B ACT V	Closed	Cancelled	Duplicate of 70058	4/16/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
70057	5.03	SBC MidWest	2	4/11/03	Pre-order: No error when loop length is exceding 14,500 KFT Spec code UALM13 (26 gauge loop).	Loop Qual	Closed	Cancelled-Open in error		4/16/03	
70291	5.02	SBC SouthWest	1	4/16/03	LS6705-CFA req'd when the NCI represents a higher livel service than the NC	REQTYP B ACT V	Closed	Cancelled-open in error	Coded to spec. The only valid special character allowed is a virgule (/) and may only be used as a delimiter.	4/16/03	
65997	5.03	All Regions	2	2/6/03	EDI not passing or writing incorrect values	All REQTYPs	Closed	Coding error		4/17/03	
67275	4.02	SBC MidWest	3	2/27/03	G110-Invalid/Missing value for fieldname, value: SPEC, ualnqx	REQTYP A ACT N	Closed	Coding error		4/17/03	
68476	5.03	SBC SouthWest	3	3/21/03	IF0018-PS-TNS not found	REQTYP M ACT D	Closed		Module loaded 4/11- will confirm if fix in Production	4/17/03	
68590	5.02, 5.03	SBC West	2	3/24/03	QDT FDT Times Formated Incorrectly	REQTYP E ACT D	Closed	Fixed	coding error	4/17/03	
68868	5.03	SBC Midwest	3	3/27/03	LS2485: LS-ECCKT	REQTYP M ACT C	Closed		coding error	4/17/03	
68896	5.02	SBC MidWest	2	3/27/03	LS1015 RS-Feature LAU USOC required when ACTG N, T, V; LNA N, V	REQTYP E ACT N	Closed	Table update	USOC added	4/17/03	
70058	5.03	SNET	1	4/11/03	LS6482-LS-CFA required when the NCI represents a higher level service than the NC	REQTYP A ACT N	Closed	Table update		4/17/03	
70061	5.02	SNET	2	4/11/03	LS ECCKT NOT FOUND	REQTYP A ACT D	Closed	Cancelled-Open in error		4/17/03	
70186	3.06 & 5.03	SBC West	1	4/15/03	LSR'S exceptioning to LSC FOR CR1060	REQTYP A ACT D	Closed	Coding error		4/17/03	
65813	5.02	SBC MidWest	3	2/4/03	Error for a Directory Listing Change on Caption Listing LVL 1 and 2 did not appear	REQTYP P ACT R	Closed	User error	CLEC input error	4/18/03	
68396	5.03	SNET	3	3/20/03	IF0105-Address does not match lite CSR address check	REQTYP M ACT V	Closed	Coding error		4/18/03	
68471	5.03	SBC SouthWest	3	3/21/03	IF0059 LSR-CC invalid for ATN	REQTYP E ACT C	Closed		AECN modified	4/18/03	
69221	5.02	13-state	2	4/2/03	LS4153-DK-LTEXT required & LS4088-DL-DOI data invalid	REQTYP M ACT N,C	Closed	Coding error		4/18/03	
69820	5.03	SBC MidWest	3	4/9/03	IF0009-EU: SERVICE ADDRESS INV	REQTYP A ACT N	Closed		PON issued manaually. SAG also did address correction	4/18/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
69979	5.03	SBC West	3	4/11/03	Pre-Order: invalid address returned	Address Vaildation	Closed	Cancelled-Open in error		4/18/03	
69985	5.03	SBC MidWest	3	4/11/03	Pre-order: 503 no information found	CSI	Closed	Cancelled-Open in error	TN is disconnected	4/18/03	
70313	5.02	SBC Mid West	2	4/16/03	Error causing a Drop to Manual	REQTYP M ACT V	Closed	Hardware limitations		4/18/03	
70388	4.02, 5.02, 5.03	SBC MidWest	2	4/16/03	Invalid data for CCI transaction		Closed		Table update	4/18/03	
70440	5.03	SBC-ALL	1	4/17/03	LS6661 Feature NSD is req'd with featue NWT-Feature NMP is req'd with feature NWT- Feature ESX is req'd with feature NWT.	REQTYP M ACT N	Closed	Fixed	Module backed out	4/18/03	
68264	5.02	SBC MidWest	3	3/18/03	ACT Y LNA Y flow through request generated invalid service order	REQTYP E ACT Y	Closed	Fixed	Coding error	4/21/03	
68782	5.03	SBC SouthWest	3	3/26/03	LS0610-PS-FEATURE ZUNEL	REQTYP S ACT V	Closed	Fixed	Coding error	4/21/03	
68895	5.02	SBC MidWest	2	3/27/03	IF3061PS:Feature doesn't exist:RTV1N	REQTYP M B ACT C	Closed	Cancelled-Open in error		4/21/03	
69017	5.02	SBC MidWest	2	3/31/03	Invalid TN Format	REQTYP M ACT N	Closed	Business Req's	CR020286 issued	4/21/03	
69247	5.03	SBC MidWest	3	4/2/03	Pre-Order: 014 RM system failure	Dispatch	Closed	Data sync issue	Date updated	4/21/03	
69864	5.03	SBC MidWest	3	4/10/03	Pre-Order: TN Reservation provided TN already in use	TN Reservation	Closed	CLEC unable to provide nec. Data		4/21/03	
70188	5.03	SBC Mid West	3	4/14/03	Asterisk in listing section of order	REQTYP M ACT C	Closed	Cancelled-Open in error		4/21/03	
70329	5.02	SBC SouthWest	3	4/16/03	IF0067 BAN1 not found	REQTYP B ACT V	Closed	User input error	.	4/21/03	
70366	5.03	SBC Mid West	2	4/16/03	Default BAN error	REQTYP M ACT N	Closed	Cancelled-Open in error	Open in error	4/21/03	
70426	3.06	SBC SouthWest	2	4/18/03	LSR did not drop to manual	REQTYP M ACT D	Closed	Cancelled-Open in error		4/21/03	
70445	5.03	SNET	3	4/17/03	IF1004-Shared NBR already has line sharing	REQTYP A ACT C	Closed	Cancelled-Open in error	.	4/21/03	
70487	5.03	SBC MidWest	2	4/17/03	XG0025 error causing drop to manual	REQTYP M ACT C	Closed	Cancelled-Open in error		4/21/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
70565	5.03	SBC Midwest	2	4/18/03	ncorrect ACNA and CCNA	REQTYP A ACT N	Closed	Cancelled-Open in error		4/21/03	
70587	5.03	SBC West	3	4/18/03	Pre-Order: Unable to view order status	Order Status	Closed	Cancelled-Open in error		4/21/03	
70244	5 03	SBC Mid West	2	4/15/03	LS6391 Feature PCV6F is grandfathered	REQTYP E ACT N	Closed	Table update	Misunderstood reqmts	4/22/03	
70673	5.03	SBC SouthWest, Midwest	1	4/21/03	Pre-order: Unable to run any pre-order transactions; receiving error code 014]	All transactions	Closed	Fixed	coding error	4/22/03	
67206	4.02	SBC MidWest	2	2/26/03	M222-Required field missing: need WIRE count	REQTYP E ACT N	Closed	Fixed	coding error	4/23/03	
67656	5.02	SBC Mid West	2	3/7/03	IF0143-Invalid data-Listing incomplete, invalid or missing	REQTYP M ACT V	Closed	Fixed	Coding error	4/23/03	
67750	5.02	SBC West	2	3/10/03	Listing LSR invalid reject for OCN	REQTYP JB ACT N	Closed	Fixed	coding error	4/23/03	
68692	5.03	SBC MidWest	3	3/25/03	LS6650-DTU Feature U9Z-invalid value entered	REQTYP S ACT N	Closed	Table update	Business Table data	4/23/03	
69459	5.03	SBC MidWest	3	4/4/03	LS6547-PS-FEATURE NBA invalid	REQTYP M ACT C	Closed	Table update	Business Reqmts.	4/23/03	
65302	5.02	SBC MidWest	2	1/28/03	IF3126-RS-Feature detail contract required	REQTYP E ACT C	Closed	Fixed	coding error	4/24/03	
68390	4.02	SBC Mid West	2	3/20/03	LSNP-CCEA not found	REQTYP B ACT V	Closed	Unable to recreate		4/24/03	
69042	5.03	SBC West	3	3/31/03	IF0042-LSR-ACT requires full disposition	REQTYP E ACT T	Closed	CLEC sent order manually-unable to test	database	4/24/03	
69158	5.03	SNET	3	4/1/03	LS1015-Feature LAU USOC required when ACT N,T,V,LNA N, V	REQTYP E ACT V	Closed	Cancelled-Open in error		4/24/03	
69362	5.03	SBC West	3	4/3/03	CF295-Original transaction not found	REQTYP J ACT N	Closed	Fixed	coding error	4/24/03	
69415	5.02	SBC MidWest	2	4/4/03	IF3117 - PS-FEATURE N8D not available in switch	REQTYP M ACT N	Closed	Code change	Version upgrade of service CLEC Test environment	4/24/03	
69735	5.03	SBC West	2	4/9/03	IF0034 - PS-All telephone numbers must be on the same account.	REQTYP M ACT T	Closed	coded to spec	Bad test data	4/24/03	
69982	5.03	SBC MidWest	3	4/11/03	Pre-order: 503 no information found	Address Validation	Closed	Cancelled-Open in error		4/24/03	
70038	5.02	SBC MidWest	2	4/11/03	LSRN should have been rejected for incomplete location info	REQTYP M ACT V	Closed	Cancelled-Open in error		4/24/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
70059	5.03	SBC MidWest	2	4/11/03	Pre-order: 503 no information found	Address Validation	Closed	Cancelled	duplicate of 69982	4/24/03	
70185	5.03	SBC SouthWest	3	4/14/03	IF0032-NP-All TN's must be on the same account	REQTYP C ACT V	Closed	Cancelled-Open in error		4/24/03	
70373	5 03	SBC West	2	4/16/03	Pre-order: 050 Company Code (CC) Not Authorized	Order status	Closed	Cancelled-Open in error		4/24/03	
70452	5.03	SBC SouthWest	3	4/17/03	Pre-order: address validation error	Address Validation	Closed	Cancelled-Open in error		4/24/03	
70541	5.03	SBC Southwest	2	4/18/03	Pre-Order: Unable to view order status	Order Status	Closed	Cancelled-Open in error		4/24/03	
70547	5.03	SBC Southwest	3	4/18/03	LS7010 DL-LNFN data invalid	REQTYP M ACT N	Closed	Cancelled	Duplicate of 50699 - CR020383 issued to fix	4/24/03	
70578	3.06	SBC Southwest	3	4/18/03	LS0287 NETWORK CHANNEL and NCI / SECNCI invalid combination	REQTYP A ACT C	Closed	Table update	Bus. Table data	4/24/03	
70585	5.03	SBC Southwest	2	4/18/03	Pre-Order: Verigate does not match Premise for Due Dates	Due date	Closed	Cancelled-Open in error		4/24/03	
70644	5.02, 5.03	SBC West	1	4/21/03	Error CR 1060: Orders exceptioning to LSC for manual intervention for CR 1060	REQTYP A	Closed	coded to spec	Bad test data	4/24/03	
70652	5.02	SBC West	3	4/21/03	IF0075-LSNP-CCEA invalid, channel occupied	REQTYP B ACT V	Closed	CLEC resubmitted-successfully	Undetermined	4/24/03	
70760	5.03	SBC SouthWest	2	4/22/03	Pre-Order: TN reservation pulling from different wire center	TN Reservation	Closed	Cancelled-Open in error		4/24/03	
70777	5.03	SBC SouthWest	2	4/22/03	IF0178 EU-Service address does not match existing lines	REQTYP M ACT C	Closed	Cancelled	Duplicate of 68283	4/24/03	
70778	5.03	SBC SouthWest	3	4/22/03	Pre-Order: 99 error on CSI Inquiry	CSI	Closed	Cancelled-Open in error		4/24/03	
70844	5.02	SBC MidWest	2	4/23/03	PON Stuck in New Status	REQTYP M ACT V	Closed	Fixed	Enviornment problem	4/24/03	
70889	4.02	SBC MidWest	2	4/23/03	Error in applying revision to PON	REQTYP B ACT N	Closed	Fixed	Coding error	4/24/03	
70894	5.03	SBC MidWest	2	4/23/03	SOC not displayed to the CLEC in LEX	REQTYP J ACT N	Closed	Cancelled-Open in error		4/24/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
68218	4.02	SBC MidWest	2	3/17/03	Error for EXK/INVU FID	REQTYP M ACT V	Closed	Coding error	Account being assumed has /EXK or /LRN FID (S&E floating), DTM w/o doing reject edit.	4/25/03	
68283	5.03	SBC SouthWest	1	3/18/03	IF0178 EU-Service address does not match existing lines	REQTYP M ACT C	Closed	Fixed	coding error	4/25/03	
68784	5.03	SBC SouthWest	2	3/26/03	Service order error when Listings sent	REQTYP M ACT C	Closed	Code fix	Placed in Production on 4/17. Placed into Monitor status to verify no repeat of the error	4/25/03	
69457	5.02	SBC MidWest	3	4/4/03	IF0148-LS-SCFA not found. IF0139-LS-LCFA not found. IF0137-LS-VCFA not found	REQTYP A ACT N	Closed	Other	Current data returned to table	4/25/03	
70141	5.03	SBC Mid West	3	4/14/03	LS6387-Feature detain invalid or code set is included w/o a space after the FID	REQTYP E ACT N	Closed	Bus. Reqmts	CR30221 will adderss this issue	4/25/03	
70142	5.03	SBC Mid West	3	4/14/03	LS6389 Feature 2 or more LAU prohibited per LNUM	REQTYP E ACT N	Closed	Bus. Reqmts	CR30221 will adderss this issue	4/25/03	
70422	5.02, 5.03	SBC West	2	4/18/03	PON Post error	All REQTYPs	Closed	Opened in error	CLEC not required to submit a second LSR to disconnect Line Sharing. The LSC currently has a process in place to reject any LSR requesting to disconnect Line Sharing that has no MI	4/25/03	
70669	5.03	SBC West	3	4/21/03	IF0081-LSR-ACT invalid for TNS/ECCKT	REQTYP M ACT C	Closed	Cancelled - open in error	Suspension USOC is correct	4/25/03	
70959	5.03	SBC SouthWest	3	4/24/03	LS4731 IRS-NBANK must be 3-5 alpha/numeric characters.	REQTYP Z ACT T	Closed	Cancelled-Open in error		4/25/03	
71045	5.02	SBC MidWest	2	4/25/03	LG0022: General MVS Error	REQTYP ACT V	Closed		Module updated	4/25/03	
71056	5.02	SBC MidWest	2	4/25/03	IF0070-LSR-BAN1 invalid for CC	REQTYP A ACT n	Closed	Cancelled - open in error	Table update	4/25/03	
66784	5.02	SBC MidWest	3	2/19/03	IF3067-Feature detail /RCU ESL & feature are prohibited	REQTYP M ACT V	Closed	coding error	No new examples	4/28/03	
70995	5.03	SNET	3	4/24/03	LS4907 - DL-LACT data invalid; valid entry is N when ACT N,	REQTYP E ACT V	Closed	Cancelled-open in error	.	4/28/03	
64982	5.02	SBC West	2	1/23/03	Pre-Order. Unable to pull CSI in Verigate	CSI	Closed	Fixed	software coding	4/29/03	

DR#	Ver.	Region	Sev.	Open	Short Description	Req Type	Status	Description	Comments	DR Closed Date	Acc. Letter
68050	5.02	SBC Mid West	3	3/14/03	IF0143 INVALID DATA: Invalid Value- Class of Service	REQTYP M ACT N	Closed	undetermined	unable to duplicate	4/29/03	
69882	5.03	SBC Mid West	3	4/10/03	IF3067 with Error Message PS-FEATURE DETAIL /RCU WBKAT and FEATURE are prohibited together: Optional Calling Plans (WBKAT)	REQTYP M ACT V	Closed	undetermined .	fixed indirectly	4/28/03	
70146	5.02	SBC SouthWest	3	4/14/03	IF0148-SCFA not found-IF0139-LCFA not found -IF0137-VCFA not found	REQTYP A ACT N	Closed	Table update	Bus. Table data	4/29/03	
70857	5.03	SBC SouthWest	3	4/23/03	C added to USOC in error	REQTYP M ACT D	Closed	Cancelled-open in error	missing value	4/28/03	
70879	5.03	SNET	2	4/23/03	EDI: 997 ACK sent to CLEC, no EDR10 created	REQTYP A ACT N	Closed	Fixed	missed step in trading partner set up	4/29/03	
70956	5.03	SBC SouthWest	2	4/24/03	DID IND is X'd and greyed out, CLECs unable to choose	REQTYP R ACT N	Closed	Cancelled-open in error	coded to spec	4/29/03	
70980	3.06	SBC SouthWest	2	4/24/03	Conversion PON did not error for suspened account	REQTYP ACT C	Closed		CR20489 issued	4/29/03	

Severity Levels are assigned as follows:	
Severity Number	**Description**
Severity 1	Critical
Severity 2	Major
Severity 3	Average
Severity 4	Minor
Status Descriptions are as follows:	
Status	**Description**
IN ANALYSIS	Developer is analyzing the defect, but has not started to fix the defect. **Coded to Spec.** Initial analysis indicates the defect is not a defect. The application has been coded to business requirements. At this point, the DR may be assigned to Business Requirements for review to determine if a change request will be generated, or it may be closed with agreement from the user who requested or opened the defect.
MONITOR	The defect is downgraded to a lower severity (severity 3 or below), and the affected system is being watched, because the test and development teams are unable to recreate the problem, or the defect occurs intermittently. The defect will be reviewed after two weeks to determine if the monitoring period should be extended or the defect closed.
FIX IN PROGRESS	Developer is working on the defect fix
FIX RETURNED	Fix identified with the following progress: MIGRATION PENDING: Code to fix the defect is ready, but has not yet been migrated to the system test region. MIGRATED: The code fix has been migrated to the system test environment. RETEST REJECTED: The retest of the defect failed in system test PROD MIGRATION PENDING: A retest has been successful, and the software fix is waiting to moved into Production Validation status.
PRODUCTION VALIDATION	The fix will be validated in production by the initiator of the DR. If production validation fails, the DR is moved back to "In Analysis" status.
CLOSED	The defect has been resolved due to: CANCELLED – Duplicate: Another production defect is open that documents the same problem. CANCELLED – Open in Error: Not a valid defect. The user misunderstood how the system is supposed to function or the data was incorrect for the scenario. CODED TO SPEC

BILL AUDITABILITY & DISPUTE RESOLUTION PLAN
STATUS REPORT
MPSC Case No. U-12320

I. Introduction

This report is being filed with the Michigan Public Service Commission ("MPSC") pursuant to Case No. U-12320. Its purpose is to provide a status report on SBC's implementation of the action plans described in the Bill Auditability and Dispute Resolution Plan ("the Plan"). This report consists of four additional sections as follows:

Section II Status – Provides a summary of SBC's progress to date and schedule for implementing remaining tasks.

Section III Other Issues – Provides an overview of miscellaneous issues, if any, related to the Plan.

Section IV Recently Completed Tasks – Provides details concerning tasks completed since the Plan was created.

Section V Tasks in Progress – Provides details concerning tasks expected to be completed by the next reporting cycle.

II. Status

In Section 3 (A) and (B) of the Bill Auditability and Dispute Resolution Plan, SBC asserted it would complete several actions to address the CLEC and MPSC concerns regarding billing auditability and the billing dispute resolution process. All actions scheduled for completion within the current reporting period have been delivered, including: the development and introduction of the USOC reference guide for the Michigan pricing schedule for the generic interconnection agreement (also referred to as the "USOC" to generic ICA reference guide); revisions to the Claims Investigation Process Checklist; and, ongoing dialog with the CLECs to address billing dispute resolution issues via the CLEC Billing sub-committee of the CLEC User Forum (CUF). To date, over 60% of all identified actions documented within the plan have been completed.

As to the Billing subcommittee of the CUF noted above, over 50 CLEC billing issues have been raised since the subcommittee formed on February 19, 2003. To date, twenty of these issues have been closed. Several of the remaining open items relate to defining processes, including the measurement of dispute resolution time frames. The next meeting of the CLEC Billing subcommittee is scheduled for May 9, 2003.

SBC is on target for the completion of all remaining actions in accordance with the dates provided in the plan. Key deliverables scheduled for completion during the next reporting cycle (July 2003) include the delivery of a USOC reference guide for Parts 19 and 23 of SBC's Tariff No. 20R and completion of all Claim/Dispute Resolution service representative training sessions.

III. Other Issues

The Michigan collaborative CLEC participants raised particular billing scenarios, requesting clarification on the application of non-recurring charges. While the information was provided via e-mail to the collaborative, it was determined that it may be beneficial to review this information with all participating CLECs as part of the Midwest User Forum. Thus, SBC Midwest hosted a conference call on April 28, 2003 to review this information.[1] Copies of the discussion materials are located on the CLEC Online. The path is https://clec.sbc.com/clec, click on the CLEC User Forum box, under SBC Midwest Region 5-State choose Documents for the Next Meeting dated 04/01/03, and choose the three documents entitled Billing Auditability-Billing Scenarios, Billing Auditability–Response to WorldCom's Questions, and Billing Auditability–Additional Response to WorldCom's Questions.

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[1] This discussion was originally scheduled for the April 2, 2003 Midwest User Forum, but had to be rescheduled due to extenuating circumstances.

IV. Recently Completed Tasks

Action Plan/Task	Begin	End	Status
(A) CABS Billing Auditability – Bill Auditability Support Actions			
• Remind CLECs of the value of SBC's Billing Workshops	4/2/03	4/11/03	• CLECs participating in the Midwest CLEC User Forum (CUF) were advised that the CLEC Billing Workshop training had been modified for the March class and that SBC was continuing its review and expects to complete any additional upgrades by June 30, 2003 • Account Teams informed to remind CLEC customers of SBC Billing Workshops via letter from SBC's Vice President & General Manager of Local Interconnection Services to all local account team personnel.

Action Plan/Task	Begin	End	Status
• Clarify the Issue(s)	2/20/03	4/2/03	• CLEC Billing subcommittee was established with participation open to all CLECs to identify, track and resolve issues. The log showing the detailed status of each issue raised is updated and posted prior to the next meeting on CLEC Online; it can be found at https://clec.sbc.com/clec, click on the CLEC User Forum box, under SBC – All Regions choose Documents for the Next Meeting, scroll down to SBC-All Regions and choose Billing Dispute Rpt 04/22/03. • Additionally, at the April 2, 2003 SBC Midwest CLEC User Forum, SBC invited the CLECs to submit any company specific billing auditability issues to the CUF mailbox. Issues received are distributed to the appropriate SBC owner who works with the individual CLEC and other SBC internal organizations as needed to address the issue(s).

Action Plan/Task	Begin	End	Status
• Identify External Bill Audit Training and Documentation	1/27/03	4/2/03	• Read-out on external CABS training and industry documentation findings was provided at the April 2, 2003 SBC Midwest CLEC User Forum. The presentation materials are located on CLEC Online, https://clec.sbc.com/clec, click on the CLEC User Forum box, under SBC Midwest Region 5-State, choose Documents for the Next Meeting dated 04/01/03, and click on Billing Auditability- CLEC External Training CABS. • SBC's CLEC Online website also provides a link to several external Internet sites as a convenience to users including Telcordia and its available documentation. Go to https://clec.sbc.com/clec, click on Useful Links and select the Telcordia Website.

Action Plan/Task	Begin	End	Status
• Evaluate need for CABS billing overview presentation	3/4/03	4/2/03	• At the March 19, 2003 SBC Midwest CLEC User Forum (CUF), CLECs were asked to provide input via the CUF mailbox as to what they would like SBC to address in a CABS billing overview. No feedback was received. • SBC raised the issue again at the April 2, 2003 SBC Midwest CLEC User Forum (CUF) and the CLECs' consensus was that a CABS overview is not required at this time. The CLECs did however indicate there may be value in an overall billing overview, including both CABS and RBS bills and a review of the "start-to-end" process. It was noted that this would be particularly helpful after process definition under discussion at the CUF Billing subcommittee is completed. • SBC's CLEC Training department will continue to work with the CLECs via the Billing subcommittee meetings to evaluate the need for an overall billing overview. • SBC will provide status on this issue in its July 2003 status report.

Action Plan/Task	Begin	End	Status
• Develop a USOC to multi-state generic ICA reference guide	3/10/03	4/2/03	• A USOC reference guide that maps USOCs and rates to the Michigan Pricing Schedule for the multi-state generic interconnection agreement was developed and documented on CLEC Online. Go to https://clec.sub.com/clec, click on INTERCONNECTION AGREEMENTS, choose Multi-state Interconnection Agreement and click on Agreement. On the Multi-State Generic Interconnection/Resale Agreement page, click on the "here" in the 3rd paragraph, then on the Multi-State Generic Interconnection Agreement page, choose Michigan. Click on the MI Pricing Schedule UNE to view the new MI specific UNE Price Schedule with USOCs. • This guide, including an instruction sheet for accessing the guide Online, was presented at the April 2, 2003 SBC Midwest CLEC User forum. Go to https://clec.sbc.com/clec, click on the CLEC User Forum box, under SBC Midwest Region 5-State choose Documents for the Next Meeting dated 04/01/03, and click on Billing Auditability- Michigan UNE Pricing Schedule or Billing Auditability – Instructions to Access Pricing Schedule.

Action Plan/Task	Begin	End	Status
(B) Billing Dispute Resolution – Dispute Resolution Process Improvements			
• Implement Checklist revisions[2]	3/21/03	4/7/03	• Updates to the Claims Investigation Process Checklist implemented on February 19, 2003 were deployed on 4/7/03. • This is the current version in daily use by Claim Dispute Resolution service representatives.
• Identify Additional Process Improvements via weekly LSC segment meetings	1/29/03	On-going	• LSC segment meetings are scheduled weekly. • Process improvements identified during these meetings include a 2/26/03 revision to the Claims Investigation Process Checklist based upon the Resale segment group's feedback
• Account Teams will work with LSC to schedule CLEC-specific meetings to address their billing claim issues.	4/11/03	4/11/03	• Account Teams informed to remind CLEC customers of SBC Billing Workshops via letter from SBC's Vice President & General Manager of Local Interconnection Services to all local account team personnel.

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[2] Per the plan, checklist revisions were scheduled to begin on 4/3/03 and end on 4/21/03.

Action Plan/Task	Begin	End	Status
• Conduct validation sampling process reviewing the completeness of CLEC billing claim resolution responses	3/3/03	On-going	• A random sampling of processed claims is reviewed against the Claims Investigation Process checklist to ensure the accuracy and completeness of the processed claim. • See Section V (below) regarding the collation and reporting of review results.
• Develop enhanced training for all Billing Claim/Dispute Service Representatives	2/3/03	3/31/03	• Development of course training packages was completed on 3/31/03. • Training sessions are scheduled through July 2003. • Enhanced training was also included in the new initial training class held April 9-25, 2003.

V. Tasks In-progress *(to be completed by the next report, due July 31))*

Action Plan/Task	Begin	End	Status
(A) CABS Billing Auditability – Bill Auditability Support Actions			
• Develop a USOC reference guide to MPSC Tariff No. 20R, Part 19 (UNEs) and MPSC Tariff No. 20R Part 23 (Interconnection/ Collocation) and provide this information at the June 2003 CLEC User Forum	4/1/03	6/3/03	• In progress.
• Deliver enhanced training to all Billing Claim/Dispute Service Representatives	3/31/03	7/31/03	• A total of 15 classes are scheduled. • As of 4/25/03, four training sessions have been completed.

Action Plan/Task	Begin	End	Status
(B) Billing Dispute Resolution – Dispute Resolution Process Improvements			
• CLEC Training Review/update of CLEC Billing Workshop	2/17/03	6/30/03	• In progress.
• Report summary of results of quality assurance review program, including deviations found and corresponding corrective action.	3/3/03	7/30/03	• Development and refinement of reporting tool that will collate results and other necessary information, as well as provide information in useful format for identifying necessary corrective action, including additional training, is currently in progress.

SBC

June 16, 2003

Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

> Re: **MPSC Case No. U-12320**
> **BearingPoint Progress Reports**

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of BearingPoint's Progress Reports dated June 10, 2003 for its Examination of the following plans:

- Customer Service Inquiry Accuracy Plan
- Directory Listings & Directory Assistance Database Accuracy Plan
- Special and UNE Circuit Repair Coding Accuracy Plan

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Enclosures

cc: Mr. Thomas R. Lonergan
    Ms. Elizabeth C. Durbin
    Mr. Rodney P. Gregg

Progress Report
SBC Midwest Plan Examination - Customer Service Inquiry Accuracy Plan

I. INTRODUCTION

SBC Midwest has filed plans pertaining to Directory Listings and Directory Assistance Database Update Accuracy, Customer Service Record Update Accuracy, and Repair Coding Accuracy. Each plan states that a third-party examination is to be conducted during and after SBC Midwest has completed specified actions. This document explains the current accomplishments and next steps in BearingPoint's analysis of SBC Midwest's actions related to the Directory Listings and Directory Assistance Database Update Accuracy Plan.

II. ACCOMPLISHMENTS

General Planning and Coordination

BearingPoint provided SBC with project and examination plans for the Customer Service Record Work Plan. These plans provide a high level outline of BearingPoint's methodology and anticipated timeframe.

BearingPoint attended meetings with SBC representatives on May 14, May 22, and May 29, 2003. The purpose of these meetings was to discuss the examination plan in more detail.

BearingPoint met with SBC representatives on May 28, 2003 and discussed ways for both companies to ensure timely delivery of required documentation and to schedule interview or site visit opportunities.

On June 2, 2003, SBC hosted a conference call between BearingPoint and SBC representatives to review the project plan deliverables and dates. BearingPoint indicated that the final delivery date is still on target.

On June 5, 2003, BearingPoint met with SBC representatives and discussed the schedule of the remaining activities to meet the proposed delivery date. Additionally, BearingPoint and SBC discussed the interviews and site visits that would need to be scheduled in order to verify the plan. SBC proposed holding weekly meetings to discuss accomplishments and next steps beginning June 11, 2003.

Review of Plan Actions

On May 7, 2003, BearingPoint attended a training session conducted by SBC Midwest training personnel regarding Customer Service Record entries. The

training was offered to the SBC Midwest service representatives. The training addressed various aspects of the customer service record entries with examples of common mistakes and how to avoid them. The training appeared to address the items that SBC identified as issues in their responses to BearingPoint's Exceptions 31, 33, 34 and 128.

BearingPoint also received a copy of the training material provided to the service representatives attending the class. Subsequently, SBC provided BearingPoint with copies of the attendance records for the training, the list of Managers who addressed the class and the list of "Talking Points" used by the Managers.

On June 5, 2003, BearingPoint and SBC met and reviewed the artifacts of the action plan. The documentation reviewed included Service Order Quality information packages, documentation defining the quality review process, documentation defining the corrective action process and reports used for management of the corrective action process. BearingPoint is currently conducting a more detailed review of this documentation.

Review of Transactions

BearingPoint has initiated the design of the transaction sampling. BearingPoint and SBC have discussed the means by which BearingPoint will be supplied with the LSRs for orders that have been completed and that updated the customer service record. BearingPoint is planning to receive from SBC an extract with a list of the completed orders from the previous week. BearingPoint is planning to use sampling methods to determine a sample of the orders and provide this list to SBC representatives. BearingPoint anticipates receiving the LSRs for these orders from SBC. SBC has indicated that the LSRs will be provided as they enter the system, before being processed by LASR. BearingPoint is planning on using pre-orders to pull the Customer Service Record and comparing the post-updated CSR to the LSR provided.

On June 2, 2003, SBC provided BearingPoint with the extract from the complete list of the completed orders for the week of May 26, 2003. BearingPoint was able to read the file and develop samples from the data.

On June 6, 2003, BearingPoint and SBC agreed on a Data Request format used for BearingPoint to request documentation and transaction data.

III.   NEXT STEPS

1.   BearingPoint will determine where interviews and site visits will be necessary, select locations and begin the interview and site visit process. Currently, BearingPoint is planning on observing the quality review process at the Milwaukee work center within the week of June 16, 2003.

BearingPoint

2.   Starting on or around the week of June 30, 2003, BearingPoint is planning to begin the transaction review component of this examination. BearingPoint is planning on examining a minimum sample of 150 service orders throughout the course of a three week period.

BearingPoint

Progress Report
SBC Midwest Plan Examination - Directory Listings & Directory Assistance
Database Update Accuracy Plan

I.   INTRODUCTION

SBC Midwest has filed plans pertaining to Directory Listings and Directory Assistance Database Update Accuracy, Customer Service Record Update Accuracy, and Repair Coding Accuracy. Each plan states that a third-party examination is to be conducted during and after SBC Midwest has completed specified actions. This document explains the current accomplishments and next steps in BearingPoint's analysis of SBC Midwest's actions related to the Directory Listings and Directory Assistance Database Update Accuracy Plan.

II.   ACCOMPLISHMENTS

General Planning and Coordination

BearingPoint provided SBC with project and examination plans for the Directory Listing and Directory Assistance Work Plan. These plans provide a high level outline of BearingPoint's methodology and anticipated timeframe.

BearingPoint attended meetings with SBC representatives on May 14, May 22, and May 29, 2003. The purpose of these meetings was to discuss the examination plan in more detail.

BearingPoint met with SBC representatives on May 28, 2003 and discussed ways for both companies to ensure timely delivery of required documentation and to schedule interview or site visit opportunities.

On June 2, 2003, SBC hosted a conference call between BearingPoint and SBC representatives to review the project plan deliverables and dates. BearingPoint indicated that the final delivery date is still on target.

On June 5, 2003, BearingPoint met with SBC representatives and discussed the schedule of the remaining activities to meet the proposed delivery date. Additionally, BearingPoint and SBC discussed the interviews and site visits that would need to be scheduled in order to verify the plan. SBC proposed holding weekly meetings to discuss accomplishments and next steps beginning June 11, 2003.

Review of Plan Actions

On May 7, 2003, BearingPoint attended a training session conducted by SBC Midwest training personnel regarding Customer Service Record entries. This training included Directory Listing service order entries and their appearance on the Customer Service Record. The training was offered to the SBC Midwest service representatives. The training addressed various aspects of the customer service record entries with examples of common mistakes and how to avoid them. The training appeared to address the items that SBC identified as issues in their responses to BearingPoint's Exception 52.

BearingPoint also received a copy of the training material provided to the service representatives attending the class. Subsequently, SBC provided BearingPoint with copies of the attendance records for the training, the list of Managers who addressed the class and the list of "Talking Points" used by the Managers.

On June 5, 2003, BearingPoint and SBC met and reviewed the artifacts of the action plan. The documentation reviewed included Service Order Quality information packages, documentation defining the quality review process, documentation defining the corrective action process and reports used for management of the corrective action process. BearingPoint is currently conducting a more detailed review of this documentation.

BearingPoint also received documentation related to the system enhancements made to correct the issues SBC identified in the automated daily transfers of Mechanized Order Receipt ("MOR") files to the Advance Listing Products and Services System ("ALPSS"). SBC indicated that because this daily transfer was an artifact of LSOG4, it is no longer used by CLECs[1], and therefore the issue should no longer be encountered.

Review of Transactions

BearingPoint has initiated the design of the transaction sampling. BearingPoint and SBC have discussed the means by which BearingPoint will be supplied with the LSRs for orders that have been completed and that updated the DL/DA database. BearingPoint is planning to receive from SBC an extract with a list of the completed orders from the previous week. BearingPoint is planning to use sampling methods to determine a sample of the orders and provide this list to SBC representatives. BearingPoint anticipates receiving the LSRs for these orders from SBC. SBC has indicated that the LSRs will be provided as they enter the system, before being processed by LASR. BearingPoint is planning on using pre-orders to pull the Directory Listing and comparing the post-updated Directory Listing to the LSR provided.

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[1] The retirement date for LSOG4 is scheduled for June 14, 2003.

On June 2, 2003, SBC provided BearingPoint with the extract from the complete list of the completed orders for the week of May 26, 2003. BearingPoint was able to read the file and develop samples from the data.

On June 6, 2003, BearingPoint and SBC agreed on a Data Request format used for BearingPoint to request documentation and transaction data.

III.   NEXT STEPS

1.   BearingPoint will determine where interviews and site visits will be necessary, select locations and begin the interview and site visit process. Currently, BearingPoint is planning on observing the quality review process at the Milwaukee work center within the week of June 16, 2003.

2.   Starting on or around the week of June 30, 2003, BearingPoint is planning to begin the transaction review component of this examination. BearingPoint is planning on examining a minimum sample of 150 service orders throughout the course of a three week period.

BearingPoint

Progress Report
SBC Midwest Plan Examination - Repair Coding Accuracy Plan

I.   INTRODUCTION

SBC Midwest has filed plans pertaining to Directory Listings and Directory Assistance Database Update Accuracy, Customer Service Record Update Accuracy, and Repair Coding Accuracy. Each plan states that a third-party examination is to be conducted during and after SBC Midwest has completed specified actions. This document explains the current accomplishments and next steps in BearingPoint's analysis of SBC Midwest's actions related to the Repair Coding Accuracy Plan.

II. ACCOMPLISHMENTS

General Planning and Coordination

BearingPoint provided project and examination plans for the Repair Coding Accuracy Work Plan. These plans provide a high level outline of BearingPoint's methodology and anticipated timeframes.

BearingPoint held meetings with SBC representatives on May 14, May 22, and May 29, 2003. The purpose of these meetings was to discuss the examination plan in more detail.

BearingPoint met with SBC representatives on May 28, 2003 and discussed ways for both companies to ensure timely delivery of required documentation and to schedule interview or site visit opportunities. Additionally, the selection of work centers or work groups to visit was discussed. SBC provided a master list of locations from which BearingPoint will select as necessary for examination purposes.

On June 2, 2003, SBC hosted a conference call between BearingPoint and SBC representatives to review project plan deliverables and dates. BearingPoint indicated that the final delivery date is still on target.

On June 5, 2003, BearingPoint met with SBC and discussed the scheduling of the remaining activities to meet the project plan schedule.

Review of Plan Actions

On May 28, 2003 BearingPoint and SBC met and reviewed the artifacts of the action plan. SBC provided a master binder of documentation comprised of methods, job aids and other documentation making up the bulk of required artifacts. BearingPoint received the documents on June 2, 2003 after the

documentation was appropriately stamped "confidential" and is currently conducting a more detailed review.

Review of Transactions

On May 28, 2003 BearingPoint and SBC spoke briefly about the transaction review process.

On June 5, 2003, BearingPoint met with SBC and discussed the transaction review process in more detail. Both companies agreed to schedule activities the following week to refine the planned process for obtaining the master list of troubles, selecting samples and obtaining detailed history reports from which the coding review would take place.

Also on June 5, 2003, the language in the "EXAMINATION APPROACH Repair Coding Accuracy" document dated March 13, 2003 was reviewed to confirm exactly which troubles would be included in the sampling pool. It was agreed that the UNE troubles would be drawn exclusively from Michigan, but that Specials would be taken from all five states.

On June 6, 2003, BearingPoint and SBC agreed on a Data Request format used for BearingPoint to request documentation and transaction data.

III. NEXT STEPS

1.   BearingPoint will continue to perform the detailed review of documentation provided by SBC which demonstrate evidence of process and documentation changes associated with trouble ticket coding, training of work groups, and quality reviews established to evaluate results and improve the on-going accuracy.

2.   BearingPoint will determine where interviews and site visits will be necessary. Selections will be made via the data request process. SBC will schedule the visits to meet BearingPoint's work plan schedule.

3.   BearingPoint will refine the transaction sampling methodology and locations for technician ride-alongs.

4.   Starting on or around the week of June 30, 2003, BearingPoint is planning to begin the transaction review component of this examination. BearingPoint is planning on examining a minimum sample of 150 UNE trouble reports[1] and 35 Special Service troubles throughout the course of a three-week period. SBC will have sample trouble ticket data extracted from the data repositories using existing report formats, which have the data elements required by BearingPoint

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[1] UNE Troubles are examined in Michigan only.

BearingPoint.

and are believed to meet the needs of the test. BearingPoint will review these reports and request changes or modifications if needed. SBC expects to provide these sample reports by June 13, 2003. Once the format is established, BearingPoint will develop the process for selecting transaction samples.

BearingPoint

(SBC)

April 10, 2003

Ms. Dorothy Wideman
Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

> ***Re:*** ***MPSC Case No. U-12320***
> ***SBC's Line Loss Notification Interruption Report***

Dear Ms. Wideman:

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of SBC Michigan's Line Loss Notification Interruption Reports for:

- January, 2003 (Revised)
- February, 2003 (Revised)
- March, 2003

The Commission's Order required SBC to provide updated versions of the previously filed January and February Reports to reflect the new level of information required from the approved Line Loss Notifier Communications Plan ("the Plan"). These updated data include: total line loss notifiers sent for both Michigan and on a regional basis for the three previous months; and, counts of affected line loss notifiers for reported incidents on a regional basis, for Michigan (where available), and by month for the affected period.

Additionally, SBC has made two additional updates to these reports. In the spirit of the requirement now included in the Plan to provide an update on an incident not resolved in the month reported, the January report has been updated to reflect a LLN interruption that was identified in December 2002, but not resolved until January 2003. Since the February Report was being updated in response to the Commission's Order, SBC has updated the data shown for the first incident listed on the report.

The format of the report has been updated to ensure the inclusion of all the information required, while still maintaining the readability of the report. For each month, the report itself will show a summary of the incident, provide the quantitative information, as well as CLEC notification information. Additional detail for a given incident is now contained in an attachment to the report as necessary.

Finally, the overall line loss notifier volume data reflects mechanized line loss notifiers sent, as well as those line loss notifiers sent via fax when requested by the CLEC. This includes line loss notifiers sent to CLECs for both CLEC-to-CLEC migration and for "winback" scenarios. Because of the recent change in the business rules for performance measure MI 13 (related to mechanized line loss notifier timeliness), data was estimated for the total volumes reported for October 2002 through February 2003. This was necessary to include line loss notifiers sent to CLECs due to "winback" activity. Beginning with March 2003 volume data (which will first appear on the May 2003 LLN report to be filed by June 10, 2003), SBC will be able to use performance metrics data from the implementation of the new business rules for performance measure MI 13. Further, the mechanized line loss notifier data is supplemented with data reflecting the line loss notifiers sent via fax when requested by the CLEC.

To summarize the data sources for the overall volume data for the following periods:

October 2002 through January 2003
- Mechanized line loss notifier data are based on volumes processed through SBC's Operations Support Systems ("OSS").
  - These are the same data provided by SBC to the FCC in recent ex parte filings regarding line loss notifier issues.
- Data related to line loss notifiers sent via fax when requested by the CLEC is included.
- Michigan volume data is estimated based on an allocation factor developed from the February 2003 mechanized data used.[1]

February 2003
- Mechanized line loss notifier data reflects an estimate of performance metrics data that would result if the new business rules for MI 13 were implemented.
  - This data allows Michigan volumes to be estimated directly.
- Data related to line loss notifiers sent via fax when requested by the CLEC is added; however, this data is only available on a regional basis and is allocated based on the data for mechanized line loss notifiers sent.

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[1] Performance Metrics data from the "old" MI 13 could not be used as it did not include line loss notifiers generated from "winback" activity and may not have generated a representative allocation factor.
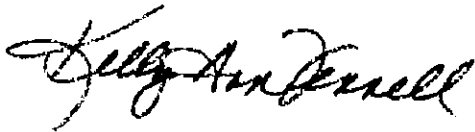
March 2003 and Forward
- Actual performance metrics data for MI 13 will be used for mechanized line loss notifiers sent.
- Data related to line loss notifiers sent via fax when requested by the CLEC is added and will be available in such detail to do a Michigan volume calculation.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Enclosures

cc: Mr. Thomas R. Lonergan
     Ms. Ann R. Schneidewind

MPSC Case No. U-12320
Revised Line Loss Notification Interruption Report
Data for January 2003

SBC

Monthly LLN Volume Data

Month	Michigan	Regional
Estimated October 2002	54,715	145,410
Estimated November 2002	41,054	109,104
Estimated December 2002	40,485	107,593

CLEC Name(s)	Date Issue Identified to/by SBC	Description	Scope	Duration			
		No Occurrences in January, 2003					

Updates To Interruptions Identified in Prior Month but Not Resolved in Prior Month

CLEC Name(s)	Date Issue Identified to/by SBC	Description	Scope	Duration			
LDMI	12/30/02	LDMI reported issue in its filing at the MPSC. Upon investigation, SBC found that LDMI had requested to switch from receiving faxed LLNs to receiving its LLNs via LEX. SBC found upon review that it had failed to update its tables. On 1/6/03, SBC updated the table and reflowed the LLNs.	Regional: 1147 - Nov 02: 33 - Dec 02: 1099 - Jan 03: 15 Michigan: Not Available	11/27/02 to 1/6/03	N/A	N/A	Yes

4/10/03

Monthly LLN Volume Data

Month	Michigan	Regional
Estimated November 2002	41,054	109,104
Estimated December 2002	40,485	107,593
Estimated January 2003	49,371	131,207

CLEC Name(s)	Date Issue Identified to/by SBC	Description *	Scope	Duration			

WorldCom	2/5/03	SBC inadvertently changed the values of two delimiters (the data element separator and the segment terminator) causing the LLNs to be unreadable to WorldCom. On 2/5/03, WorldCom advised it changed programming to accept and process the LLNs as sent by SBC. Delimiter changed back on 2/6/03, according to agreed to timeframe.	Regional: 8801
			- Jan 03: 2460
			- Feb 1-4, 03: 447
			- Feb 5-6, 03: 5894
			  (after WorldCom
			  programmed
			  to accept)
			Michigan: Not Available
				WorldCom indicates the problem started 1/31/03. Issue closed 2/6/03.	N/A	N/A	Yes

AT&T	2/14/03	LLNs for AT&T ABS were inadvertently continued to be directed to its designated fax when the winning CLEC used LSOR 4; LLNs were delivered as requested when the winning CLEC used LSOR 5. This was caused by SBC personnel not understanding the link between AT&T's production setup and AT&T's setup used as a "pseudo-CLEC" for the BearingPoint OSS Testing. The setup was corrected on 2/14/03. No reflow was necessary as AT&T was able to use LLNs provided. The setup involved the Issue 7 translator (used to transmit the faxed LLNs) which was retired on 3/9/03; thus this cannot re-occur.	Regional: 1819 - Oct 02: 298 - Nov 02: 390 - Dec 02: 409 - Jan 03: 564 - Feb 03: 158 Michigan: 1173	10/10/02 to 02/14/03	N/A	N/A	Yes

2/5/03 WorldCom

Cause
- SBC inadvertently changed the values of two delimiters (the data element separator and the segment terminator) causing the LLNs to be unreadable to WCom.

Action taken to Resolve
- On a conference call held 2/5/03 (the same day WCom reported the problem), WorldCom advised that it had programmed its translator to correctly interpret the LLN information as provided by SBC, and that it did not want SBC to resend the affected LLNs.
- On 2/6/03, the delimiters were changed back to the original values at a time agreed upon by SBC and WCom.
- Issue was closed 2/6/03.

2/14/03 AT&T

Cause
- In October 2002, AT&T requested that its ABS LLNs be provided via WebLEX.
  - All CLECs involved with the OSS (BearingPoint) testing are setup in the MOR application as two separate entries, one for the actual production processing and also a "pseudo-CLEC" entry for the OSS testing.
  - This was a requirement necessary to allow the OSS testing to continue at a version level different from the version that normal "production" ordering was being processed.
  - In terms of LLN processing, both the production entry and the "pseudo-CLEC" entry's LLN setup is identical.
- Prior to October, 2002, AT&T ABS had requested all LLNs to be sent via FAX which was accomplished utilizing the EDI to FAX capability of the Issue 7 translator.
- When AT&T submitted an update to their ABS Customer Profile requesting LLNs to be sent to LEX (October, 2002), the "production" customer setup was modified on October 10, 2002, but the "pseudo-CLEC" AT&T setup remained pointing to FAX transmission.
- SBC personnel involved with administering the tables purposely did not alter the setup for the AT&T "pseudo-CLEC", but did not understand that the difference between the two entries would affect AT&T's production LLNs.
  - As a result, when the winning carrier utilized EDI LSOR version 4.x, the LLN was generated via the MOR system and was still sent to ABS via fax; however when the winning carrier utilized LEX, or EDI LSOR version 5.x, the LLN was generated via the LASR system and was provided to ABS electronically, via WebLEX, as it requested.

2/14/03 AT&T (*continued*)

<u>Cause</u> (*continued*)
- To be clear, although EDI ordering via Issue 7 was retired effective October 12, 2002, the ability to order UNE loops via ASRs sent through EXACT continued through March 9, 2003.
    - So, although Issue 7 was no longer available for EDI ordering after October 2002, the Issue 7 translator used for fax notifications remained operational for ASR orders (including UNE loop) and for FAX LLNs through March 9, 2003.
    - The Issue 7 translator has now been retired for all notifications.

<u>Action taken to Resolve</u>
- Each of the Loss Notifications were sent to a working FAX number received by AT&T, therefore it was not necessary to re-flow.
- Correction on direction for LLNs was made 2/14/03 for AT&T.
- On February 19, 2003, AT&T's account team and SBC's OSS CLEC Support contacted AT&T to insure it had received the LLNs sent to the fax number that ABS used.
- SBC Midwest created a spreadsheet listing all the LLNs identified as sent to ABS's fax and requested that AT&T verify that it had, indeed, received these LLNs.
- AT&T provided confirmation on March 6, 2003.
- As of March 9, 2003, the Issue 7 translator is retired and this issue cannot re-occur.

MPSC Case No. U-12320
Line Loss Notification Interruption Report
Data for March 2003

SBC

Monthly LLN Volume Data

Month	Michigan	Regional
Estimated December 2002	40,485	107,593
Estimated January 2003	49,371	131,207
Estimated February 2003	42,613	113,246

CLEC Name(s)	Date Issue Identified to/by SBC	Description *	Scope	Duration			
37 CLECs *	3/5/03	SBC identified a rare scenario where LLNs were sent on lines that the CLEC did not lose. The rare instance is: when the "winning CLEC" was using LSOG5, converted only part of a multi-line account, and took the main telephone number (TN). A incorrect LLN was sent on the TN that became the new main TN for the "winning CLEC". The cause was human error in programming. The programming correction was implemented on March 7, 2003.	Regional: 908 - May 02: 5 - Jun 02: 0 - Jul 02: 0 - Aug 02: 1 - Sep 02: 37 - Oct 02: 105 - Nov 02: 119 - Dec 02: 131 - Jan 03: 238 - Feb 03: 210 - Mar 03: 62 Michigan: 313	May 2002 to March 7, 2003	CLECAMS03-019 CLECAMS03-021	3/6/03 3/14/03	N/A

<u>3/5/03 -- 37 CLECs</u>
Note: Data show 37 CLEC entities, as defined by Operating Company Number
("OCN"), were impacted; some CLECs have multiple OCNs.

Access One, Inc.	McLeodUSA
Adelphia Business Solutions-Ohio	New Access Communications LLC
Allegiance Telecom	Northern Telephone and Data
Amerivoice Telecommunications Inc.	NOS Communication Inc.
AT&T	One Stop Communications Inc.
Bullseye Telecom	Quick Communication, Inc.
Cimco Communications Inc.	Qwest Communications Corporation
Claricom	Revolution Communications
CMC Telecom Inc.	Talk America Inc.
Coast to Coast	Teleport (TCG)
Community Telephone Corporation	The Millennium Group
Core Comm Inc.	United Communications System
Data Net Systems, L.L.C.	United Telecom
Global Com	VarTec Telecom, Inc.
Global Crossing	Vertex Broadband Corporation
Global Teldata Inc.	WinStar Communications
LDMI	Z-Tel Communications
MCIMetro	

<u>Cause</u>
- On March 6, 2003, SBC notified CLECs that on March 5 it had identified a situation where LLNs were sent on lines that the CLEC did not lose.
- The root cause of the issue was incorrect programming caused by human error.
- Upon investigation, SBC has determined that this LLN error occurred only in the Midwest region, and only in the rare instance where the "winning" CLEC was using LSOG version 5, and was converting only part of a multi-line account that also included the main telephone number (TN) for that account.
  - In these circumstances, a new main TN is created for the lines on the account that remain with the original carrier.
  - SBC Midwest correctly provided an LLN to the losing carrier for the original main TN.
  - However, due to a programming error, SBC also created an LLN on the new main TN, which was incorrectly provided to the original carrier.

<u>Action taken to Resolve</u>
- A programming correction for this scenario was implemented on March 7th, and has been validated as working correctly.
- Further, a list of affected TNs were provided to each CLEC affected via contacts made by the OSS Support organization.

Date: **March 6, 2003**   Number: **CLECAMS03-019**

Effective Date: **March 06, 2003**   Category: **OSS**

Subject: **Line Loss Notifications Sent In Error**

Related Letters: **NA**   Attachment: **No**

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin
(collectively referred to for purposes of this Accessible Letter as "SBC
Midwest Region 5-State")**

Response Deadline: **NA**   Contact: **Account Manager**

Conference Call/Meeting: **N/A**

The purpose of this accessible letter is to inform CLECs of a Line Loss Notification issue identified
on 3/5/03 in the SBC Midwest Region 5-State.   As a result of a CLEC report, SBC Midwest Region
5-State investigation has identified situations where notifications were sent on lines that CLECs did
not lose. These occurred when the winning CLEC used LSOR version 5 and assumed the main
billing telephone number (BTN) only, of a multi-line account. Loss notifications were sent
appropriately on the lost billing number. In addition, loss notifications appear to have been sent as
well on the new main billing number, when it was not an actual loss. It appears this issue affected
less than 3000 transactions over a period of several months.

Additional analysis is currently being conducted to determine the start date of the issue, the exact
number of Line Loss Notifications (LLNs) sent in error, the CLECs impacted and to better
understand the root cause. SBC Midwest Region 5-State will provide more information regarding
this issue in a related accessible letter at the earliest possible date. All affected CLECs will be
contacted directly by their OSS Manager.

(SBC)

Date: **March 14, 2003**   Number: **CLECAMS03-021**

Effective Date: **N/A**   Category: **OSS**

Subject: **Follow-up on Line Loss Notifications Sent in Error**

Related Letters: **CLECAMS03-019**   Attachment: **No**

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**   Contact: **Account Manager**

Conference Call/Meeting: **N/A**

This is a follow-up to Accessible Letter **CLECAMS03-019** to provide CLECs with more information regarding the Line Loss Notification Issue identified on 3/5/03 in the SBC Midwest Region 5-State. A fix for the problem was identified and was successfully deployed on March 7, 2003. Associated Line Loss Notifications have been validated as being correct since that time. The scenarios which were subject to the error were limited.

The problem occurred only when the following conditions existed and only in SBC Midwest Region 5-State:

- The winning CLEC had to be using LSOG 5
- The winning CLEC was converting only part of a multiline account, where the main TN used to identify the multiline scenario was being converted
- Under this scenario, another line that was not the original main TN gets repositioned on the remaining record to be the new main TN for the lines that remain with the existing carrier
- The system created an LLN for both the original main TN, which was correct, and the newly created main TN, which was not correct as it was not lost

The first occurrence of this problem was in May 2002, although it was not observed because of the limited occurrence of the scenario. The total count of all LLNs sent in error is 908. Thirty-eight CLECs received these LLNs. All affected CLECs will be contacted directly by their OSS Manager and provided specific information about their transactions and the volume affected.

(SBC)

May 12, 2003

Ms. Dorothy Wideman
Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

> ***Re:*** ***MPSC Case No. U-12320***
> ***SBC's Line Loss Notification Interruption Report***

Dear Ms. Wideman:

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of SBC Michigan's Line Loss Notification Interruption Report for April, 2003.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Enclosures

cc: Mr. Thomas R. Lonergan
     Ms. Ann R. Schneidewind

MPSC Case No. U-12320
Line Loss Notification Interruption Report
Data for April 2003

SBC

Monthly LLN Volume Data

	Month	Michigan	Regional
	Estimated January 2003	49,371	131,207
	Estimated February 2003	42,613	113,246
	March 2003 *	37,667	99,781

CLEC Name(s)	Date Issue Identified to/by SBC	Description	Scope	Duration			
		Nothing to Report					

SBC

June 10, 2003

Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

> **Re:** **MPSC Case No. U-12320**
> **SBC's Line Loss Notification Interruption Report**

Pursuant to the Commission's Order issued on March 26, 2003 in this docket, please find enclosed for filing an original and fifteen (15) copies of SBC Michigan's Line Loss Notification Interruption Report for May, 2003.

SBC has discovered that the reported LLN totals for Michigan and the region were overstated during the months of March and April 2003 by approximately 0.1%, due to the inadvertent inclusion of certain retail LLNs in the CLEC LLN totals. Because the impact of this discrepancy is immaterial to performance measure results, the performance measure data will not be restated. Thus, the LLN reports will not be amended accordingly. This issue has been resolved going forward effective with May 2003 performance results to be reported June 20, 2003 for performance measure MI 13.

If you have any questions, please feel free to contact me at (313) 223-0729.

Sincerely,

Enclosures

cc: Mr. Thomas R. Lonergan
     Ms. Elizabeth Durbin
     Mr. Rodney Gregg

MPSC Case No. U-12320
Line Loss Notification Interruption Report
Data for May 2003

SBC

Monthly LLN Volume Data

Month	Michigan	Regional
Estimated February 2003	42,613	113,246
March 2003 *	37,667	99,781
April 2003 *	44,531	118,717

CLEC Name(s)	Date issue identified to/by SBC	Description	Scope	Duration			
ACN Communications Bullseye Telecom Inc. CoreCom Inc.	5/19/03	When the "relationship mode" was activated as part of an upgrade to the EDI translator (CLECs were notified of the relationship mode change in CLECALLS03-075 (May 12, 2003)), it was not set for all possible versions of a LLN. This resulted in a small number of LLNs on CLEC-to-CLEC migrations being sent on LSOR version 5.03, when the losing carrier should have received the LLN on version 4.02. Only the GS segment of the LLN, which identifies the EDI version, was affected. Information in the notification itself was not impacted by the error. Corrected LLNs were sent upon CLEC request	Regional: 119 Michigan: 39	Start of business 5-18 to 3:00 pm 5-19-03	CLECAMS03-035	5/21/03	N/A

Date: **May 21, 2003**   Number: **CLECAMS03-035**

Effective Date: **NA**   Category: **OSS**

Subject: **Courtesy Notification of Line Loss Notification Error for Limited CLECs in the SBC Midwest Region 5-State**

Related Letters: **CLECALLS03-052,**   Attachment: **No**
                 CLECALLS03-075

States Impacted: **SBC Midwest Region 5-State**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Michigan, SBC Ohio and SBC Wisconsin (collectively referred to for purposes of this Accessible Letter as "SBC Midwest Region 5-State")**

Response Deadline: **NA**   Contact: **Change Management Mailbox at sbccmp@camail.sbc.com**

Conference Call/Meeting: **NA**

Beginning on, May 18, 2003, certain EDI Line Loss Notifications (LLNs) for specific CLECs experienced an error. The error was restricted to only those LLNs related to CLEC to CLEC migrations when the losing CLEC was on LSOG4.02. The GS ID (GS03 data element in the EDI Functional Group Header) sent on these transactions was the LSOG5.03 GS ID, when it should have been the LSOG 4.02 GS ID (since they were being sent to CLECs on version 4.02). Everything else in these transactions was accurate and valid for either version. The problem was corrected on Tuesday, May 20, 2003 at approximately 2:45 p.m. CDT, and impacted a total of fewer than 150 LLNs.

This issue resulted from the conversion to relationship mode for Trading Partner IDs. Prior to the conversion, EDI was handling the type of transactions that were affected by this problem in a method that is not supported in the default setup for relationship mode. EDI has made specific modifications to the relationship mode to allow this condition to process correctly.

CLECs should direct their questions to the Change Management mailbox at sbccmp@camail.sbc.com.

Date: **May 12, 2003**   Number: **CLECALLS03-075**

Effective Date: **See below**   Category: **OSS**

Subject: **Courtesy Notification of Conversion to Relationships for Trading Partner IDs for the SBC EDI Ordering Translator**

Related Letters: **CLECALLS03-052**   Attachment: **No**

States Impacted: **All States**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Ohio, SBC Michigan, SBC Wisconsin, SBC California, SBC Nevada , SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, SBC Texas and The Southern New England Telephone Company (collectively referred to for purposes of this Accessible Letter as "SBC 13-State")**

Response Deadline: **NA**   Contact: **Change Management Mailbox at sbccmp@camail.sbc.com**

Conference Call/Meeting: **NA**

As the final step to upgrading Gentran Version 6.1 for the EDI Ordering environment, the way trading partners are defined is being changed to relationship mode. This is a transparent change to CLECs, but is required to allow CLECs to keep their trading partner IDs with the implementation of LSOG6.0. There are no software upgrades associated with this implementation. This is an internal configuration setting. This configuration setting has been in operation on the CLEC test environment since May 7, 2003.

The conversion schedule is as follows:

SBC SNET	5/16
SBC Midwest Region 5-State	5/18
SBC California	5/20
SBC Nevada	5/20
SBC Southwest Region 5-State	5/22

CLECs should direct their questions to the Change Management mailbox at sbccmp@camail.sbc.com.

(SBC)

June 10, 2003

Executive Secretary
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
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Re: MPSC Case No. U-12320
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Date: **May 21, 2003**   Number: **CLECAMS03-035**

Effective Date: **NA**   Category: **OSS**

Subject: **Courtesy Notification of Line Loss Notification Error for Limited CLECs in the SBC Midwest Region 5-State**

Related Letters: **CLECALLS03-052,**   Attachment: **No**
                 CLECALLS03-075

States Impacted: **SBC Midwest Region 5-State**

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Date: **May 12, 2003**   Number: **CLECALLS03-075**

Effective Date: **See below**   Category: **OSS**

Subject: **Courtesy Notification of Conversion to Relationships for Trading Partner IDs for the SBC EDI Ordering Translator**

Related Letters: **CLECALLS03-052**   Attachment: **No**

States Impacted: **All States**

Issuing SBC ILECS: **SBC Illinois, SBC Indiana, SBC Ohio, SBC Michigan, SBC Wisconsin, SBC California, SBC Nevada , SBC Arkansas, SBC Kansas, SBC Missouri, SBC Oklahoma, SBC Texas and The Southern New England Telephone Company (collectively referred to for purposes of this Accessible Letter as "SBC 13-State")**

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